



Anna Wilde Dog Training

Dog Training Terms & Conditions

Covering: In-Home Sessions | Public Space Sessions | Group Classes

Version date: 20 May 2026

1. General Agreement

By booking any training service with Anna Wilde Dog Training, you ("the Client") confirm that you have read, understood, and agreed to these Terms and Conditions in full. These terms constitute a legally binding agreement between the Client and Anna Wilde Dog Training ("the Trainer"), operated by Anna Wilde, based in Welland, Malvern, Worcestershire.

These Terms and Conditions apply to all training services offered, including one-to-one sessions conducted at the Client's home, sessions in public spaces, and group training classes.

2. Services Provided

Anna Wilde Dog Training provides dog training and behaviour support using ethical, reward-based methods in accordance with the standards of the Institute of Modern Dog Trainers (IMDT). Training plans are tailored to the individual dog and owner.

All services are provided in good faith based on the information supplied by the Client. Results cannot be guaranteed, as dog behaviour is influenced by numerous factors including genetics, environment, health, and the consistency of training applied by the Client between sessions.

3. Session Types & Locations

3a. In-Home Sessions

Sessions conducted at the Client's home allow training to take place in the dog's familiar environment. The Client is responsible for ensuring that the home environment is safe, reasonably tidy, and free from hazards that could pose a risk to the Trainer, other persons, or the dog.

- The Client must ensure all household members are aware of the session and any young children are supervised throughout.
- Other pets must be appropriately contained unless relevant to the training.
- The Trainer reserves the right to end or relocate a session if the environment is deemed unsafe.

3b. Public Space Sessions

Where sessions take place in public spaces such as parks or footpaths, the following apply:

- The Client must ensure their dog is on an appropriate lead unless off-lead work is specifically agreed in advance.
- The Client remains legally responsible for their dog at all times and must not allow their dog to approach other people or dogs without consent.
- The Trainer accepts no responsibility for incidents involving the Client's dog or third parties in public spaces.



- The Trainer may end the session if conditions (weather, foot traffic, or dog behaviour) make it unsafe or unproductive.

3c. Group Classes

Group classes are offered to multiple clients and their dogs at the same time. The following additional conditions apply to group settings:

- Dogs must be socialised sufficiently to be within reasonable proximity of other dogs without reactive or aggressive behaviour. If a dog's behaviour presents a risk to others, the Trainer reserves the right to ask the Client to remove the dog from the class, without refund.
- Dogs must be kept on a lead unless specifically instructed otherwise by the Trainer.
- Clients are responsible for managing their dog throughout the class, including preventing interactions with other dogs or people without consent from all parties.
- The Trainer reserves the right to remove any dog or client whose behaviour compromises the safety or experience of the group.
- Spaces in group classes are non-transferable unless agreed in advance.

4. Client Responsibilities

The Client agrees to:

- Provide accurate, honest, and complete information about their dog's history, behaviour, health, and any previous incidents prior to and throughout the training relationship.
- Follow all training guidance, management strategies, and advice provided by the Trainer between sessions.
- Ensure consistency in training across all members of the household where possible, as inconsistency will significantly affect outcomes.
- Use only the equipment recommended or approved by the Trainer.
- Maintain appropriate control of their dog at all times during sessions.
- Inform the Trainer immediately of any changes to the dog's health, behaviour, or circumstances that may be relevant to training.

Failure to follow guidance, disclose relevant information, or maintain appropriate control may impact training outcomes and safety, and the Trainer cannot be held responsible for any resulting incidents or lack of progress.

5. Health & Veterinary Responsibility

- The Client confirms that their dog is in good general health at the time of booking and at the commencement of each session, unless otherwise disclosed to the Trainer.
- The Trainer reserves the right to decline to work with a dog that appears unwell, in pain, or in a condition that may affect the dog's welfare or the safety of the session.
- If the Trainer observes signs that may suggest a health or pain-related issue, they may advise the Client to seek veterinary assessment before continuing training. This is not a diagnosis.
- The Trainer is not a veterinarian and is not qualified to diagnose or treat medical conditions.
- The Client agrees that behaviour issues with a potential medical basis will be explored with a vet before or alongside training.



6. Behaviour, Safety & Disclosure

The safety of the Trainer, the Client, the dog, and all third parties is paramount.

- The Client must disclose any history of aggression, biting, snapping, reactivity, or any other behaviour that may present a risk, prior to the first session and at any point this changes.
- Failure to disclose known behavioural risks is a serious breach of these Terms and Conditions.
- The Trainer reserves the right to modify, reduce, or refuse services at any time if safety concerns are identified, without liability to the Client.
- The Client remains legally responsible for their dog at all times under the Dangerous Dogs Act 1991 and the Animals Act 1971, including during and after training sessions.
- Where a dog has a known bite history, the Trainer may require the dog to be muzzled throughout the session. The Client is responsible for ensuring the dog is comfortable wearing a muzzle.

7. Liability & Risk

- The Trainer will take all reasonable professional care during sessions but cannot accept liability for any injury, loss, or damage caused by the Client's dog to any person, animal, or property during or after training.
- Participation in training sessions is undertaken at the Client's own risk.
- The Client accepts full responsibility for any damage or injury caused by their dog to the Trainer, any third party, any animal, or any property.
- The Trainer's liability is limited to the cost of the session(s) paid for, and does not extend to consequential, indirect, or additional losses.
- The Client is strongly advised to hold appropriate pet insurance, including third-party liability cover.

8. Children & Third Parties

- Children must be supervised by a responsible adult at all times during training sessions, regardless of session type.
- The Trainer may pause or end a session if children are behaving in a way that poses a risk to themselves, the dog, or the session's effectiveness.
- The Client is responsible for informing any other adults present of the session guidelines and for ensuring third parties follow any instructions given by the Trainer for safety purposes.

9. Aversive Equipment

Anna Wilde Dog Training is committed to force-free, ethical, reward-based methods. In line with this approach:

- The use of aversive equipment including but not limited to prong collars, slip leads used punitively, choke chains, and electronic (e-collar or shock collar) devices is not permitted during any training session.
- If a Client is found to be using such equipment on their dog at a session, the Trainer reserves the right to end the session immediately without refund.



- The Trainer may recommend specific equipment such as harnesses, long lines, or head collars in the interest of safety and welfare. The Client agrees to use recommended equipment as directed.
- The Client confirms that all equipment used during sessions is in good working order, correctly fitted, and appropriate for their dog.

10. Training Outcomes

- Dog behaviour is influenced by many factors, including genetics, past experiences, environment, and the consistency of practice between sessions.
- No guarantees are made regarding specific outcomes, timescales, or the resolution of any particular behaviour.
- The Trainer will provide professional guidance and support to the best of their ability, but cannot be held responsible for lack of progress if guidance is not consistently followed.

11. Payments

- Payment terms will be agreed at the time of booking and confirmed in writing (including via email or messaging).
- Sessions are to be paid for in advance unless otherwise agreed in writing.
- Training packages must be used within 3 months of purchase, unless an extension is agreed in advance with the Trainer.
- Prices are subject to change. Changes will not affect sessions already paid for.

12. Cancellations & Rescheduling

- A minimum of 48 hours' notice is required to cancel or reschedule a session without charge.
- Cancellations made with less than 48 hours' notice may be charged in full at the Trainer's discretion, unless due to a verifiable emergency.
- Non-attendance without notice will be charged in full and the session will be forfeited.
- The Trainer reserves the right to cancel or reschedule sessions due to illness, injury, severe weather, or other circumstances beyond their reasonable control. In such cases, sessions will be rescheduled at the earliest mutually convenient time, or a refund provided where rescheduling is not possible.

13. Refunds

- Payments are non-refundable once a service has commenced, except at the Trainer's discretion.
- Unused sessions within a package are non-refundable unless the Client has a documented medical reason or the Trainer is unable to fulfil the service.
- Refund requests will be considered on a case-by-case basis and are at the Trainer's sole discretion.

14. Confidentiality & Data Protection



- All Client information, including personal data, dog history, and training notes, will be held securely and in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.
- Client data will only be used for the purpose of providing training services and will not be shared with third parties without the Client's consent, except where required by law.
- Clients have the right to access, correct, or request deletion of their personal data at any time by contacting the Trainer.
- Training notes, plans, and materials produced by the Trainer remain the intellectual property of Anna Wilde Dog Training.

15. Photography & Videography

- Photos or videos may be taken during sessions for training record and progress purposes.
- The Client will be asked to provide separate, explicit consent before any images or videos are used for marketing, social media, or promotional purposes.
- Clients may withdraw consent for marketing use at any time by notifying the Trainer in writing.

16. Force Majeure

The Trainer shall not be liable for any failure to perform services arising from circumstances beyond their reasonable control, including but not limited to adverse weather conditions, illness, injury, pandemics, or government restrictions. In such cases, the Trainer will endeavour to reschedule services at the earliest opportunity.

17. Complaints

The Trainer is committed to providing a professional and high-quality service. Any concerns or complaints should be raised promptly, either verbally during or after a session, or in writing to wildedogtraining@gmail.com. All concerns will be handled fairly, professionally, and with care.

18. Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

19. Acceptance

By booking any training service with Anna Wilde Dog Training, the Client confirms that they have read, understood, and agreed to these Terms and Conditions in full.

For questions, please contact Anna Wilde at wildedogtraining@gmail.com or 07925 219233.

Client Acknowledgement & Signature

By signing, I confirm that I have read, understood, and agree to the Terms and Conditions of Anna Wilde Dog Training.