



## Terms & Conditions for In-Person One-to-One Puppy Training

These Terms & Conditions apply to all private, in-person puppy training sessions delivered by Wagtails Dog Training. By booking a session or package, you confirm that you have read and agreed to the following.

### 1. Training Philosophy

- Wagtails uses **positive, reward-based training only**.
- No aversive tools or techniques are permitted at any time.
- The aim of each session is to teach **you**, the puppy's guardian, how to train your puppy confidently and kindly.
- Your puppy's progress relies on **regular practice between sessions**, using the guidance and handouts provided.

### 2. Your Puppy's Health & Safety

- Puppies must be **vaccinated to the level recommended by your vet** before training begins. In-house training can begin from 8 weeks.
- Please let Wagtails know about any **medical issues, behavioural concerns, or special considerations** in advance.
- Puppies must wear a **secure collar or harness and a legal ID tag** during training in a public place.
- You are responsible for supervising your puppy and ensuring the training environment is safe.

### 3. Booking & Payment

- Payment is required **at the time of booking** to secure your session or package.
- Packages (3 week or 6 week) must be completed within **3 months** of the first session unless agreed otherwise.

- Prices include the level of ongoing support stated in your welcome information (e.g. WhatsApp/telephone/email support for the duration of your package).

#### **4. Cancellations & Rescheduling**

Because sessions are reserved exclusively for you:

- You are politely requested to give at least 7 days-notice of any changes to your appointment. Changes made that are less than 7 days in advance may result in your session being considered as 'used'. Reasonable changes will be considered where possible.
- Wagtails Dog Training operates a no refund policy. Should you choose not to complete the training, any refund will be at the discretion of Wagtails Dog Training.

#### **If Wagtails needs to cancel**

If illness, emergency, or unsafe weather conditions prevent a session from going ahead, it will be rearranged as soon as possible. If a new date cannot be agreed, you will receive a refund for that session.

#### **5. What You Agree to During Training**

- Ensure your puppy has had a toilet break before the session.
- Have treats, toys, lead, harness, and any recommended equipment ready.
- Follow the training recommendations consistently between sessions to support your puppy's learning.

#### **6. Liability**

- Training is carried out with care, but participation is at the owner's own risk.
- You have been provided with the Insurance Confirmation from Pet Business Insurance under separate cover.

#### **7. Children & Other Household Members**

- Children are welcome to take part with supervision. Adults remain responsible for their safety and behaviour throughout the session.

#### **8. Photos & Videos**

- With your permission, Wagtails may take photos or short videos during training for educational or promotional use. You can withdraw consent at any time. Consent for using images online will be issued under separate cover.

## 9. Privacy & Data Protection

- Information collected through your intake form is used only for training-related communication and is stored securely. Your details will never be shared with third parties.

## 10. Training Expectations

- Every puppy learns at their own pace. Genetics, environment, and daily practice all influence progress. Wagtails will always provide clear, supportive guidance, but no trainer can guarantee specific outcomes.
- During the training, should you have any concerns please do raise this immediately with Wagtails Dog Training, so we can make any adjustments as necessary.