



Puppy Toilet Training in Your Pocket – Terms & Conditions

1. Introduction

These Terms & Conditions apply to the *Puppy Toilet Training in Your Pocket* service (“the Service”), provided by Wagtails Dog Training (“we”, “us”). By purchasing or using the Service, you (“the client”) agree to these Terms & Conditions.

The Service includes digital puppy toilet-training guidance and WhatsApp support for the duration stated at purchase.

2. What’s Included / What’s Not Included

What’s Included

Your *Puppy Toilet Training in Your Pocket* purchase includes:

- **7 days of WhatsApp support** from the agreed start date
- **Personalised toilet-training guidance** based on the information you provide
- **Daily check-ins** (within working hours)
- **Feedback on videos or photos** you choose to send
- **Voice notes, written guidance, and troubleshooting advice**
- **A clear, reward-based toilet-training plan** tailored to your puppy
- **Support during setbacks or regressions**
- **Digital handouts or resources** relevant to toilet training

This support is designed to help you build consistency, confidence, and understanding throughout the toilet-training process.

What’s Not Included

The Service does **not** include:

- **24/7 messaging or emergency support**
- **In-person training sessions** (unless separately booked)
- **Behavioural assessments** for issues unrelated to toilet training
- **Medical advice or diagnosis**

- **Guarantees of specific results**
- **Long-term support** beyond the purchased support window
- **Support for multiple puppies** unless agreed in advance
- **Sharing or redistribution rights** for any digital materials provided

3. WhatsApp Support

- WhatsApp support is available for the agreed support window (e.g. 7 days from the start date).
- Messages will be responded to within reasonable working hours and usually within 3 working hours unless training.
- This Service provides **guidance and coaching**, not emergency or 24/7 support.
- You are responsible for ensuring you have access to WhatsApp and a stable internet connection.

4. Your Responsibilities

To ensure effective training and your puppy's welfare:

- You agree to follow the training guidance provided.
- You understand that **results depend on consistency**, your puppy's age, health, and environment.
- You must inform us of any relevant behavioural or health concerns before the Service begins.
- You are responsible for your puppy's welfare, safety, and environment at all times.
- You agree not to use harsh handling, punishment-based methods, or equipment that conflicts with reward-based training principles.

5. Health & Welfare

- Your puppy must be fit and healthy to participate.
- We do not diagnose medical issues. Any concerns about illness, pain, or abnormal toileting must be referred to a veterinarian.
- If we believe your puppy may be unwell, we may pause or stop the Service until veterinary advice has been sought.

6. Limitations of the Service

- The Service is **advice-based** and delivered remotely. We cannot observe your puppy in person unless separately arranged.
- Toilet training outcomes vary; no trainer can guarantee specific results.

- You remain fully responsible for your puppy's behaviour and any damage or injury caused.

7. Payments & Cancellations

- Payment is required in full at the time of booking.
- Under UK consumer law, digital services that begin immediately are not eligible for a 14-day cooling-off period once delivery has started.
- Once WhatsApp support has begun, no refunds are available.
- If you need to change your start date, please contact us as early as possible; changes are not guaranteed.

8. Conduct

- Abusive, aggressive, or inappropriate communication will result in immediate termination of the Service without refund.
- We reserve the right to refuse service where safety, welfare, or ethical concerns arise.

9. Use of Training Materials

- All handouts, messages, and digital resources are for your personal use only.
- You may not copy, share, or distribute them without written permission.

10. Liability

- We take reasonable care in providing accurate, up-to-date advice.
- We are not liable for:
 - Injuries, accidents, or damage occurring in your home or environment
 - Veterinary issues or costs
 - Outcomes resulting from inconsistent implementation of advice
- Participation is at the owner's risk.

11. Privacy

- WhatsApp messages are used solely for providing the Service.
- We do not share your information with third parties except where legally required.

12. Changes to Terms

- We may update these Terms & Conditions at any time.
- The version in place at the time of purchase applies to your Service.