



[www.snobbydoggy.co.uk](http://www.snobbydoggy.co.uk)  
[snobbydoggy@outlook.com](mailto:snobbydoggy@outlook.com)

Tel: 07541399075

## **Terms and Conditions for Snobby Doggy Training Services**

These Terms and Conditions (hereinafter referred to as the "Terms") constitute a legally binding agreement between you (referred to as the "Client" or "Owner") and Snobby Doggy, our esteemed dog training business (hereinafter referred to as the "Business" or "Trainer"). By availing yourself of our services, you, the Client, acknowledge and accept these Terms in their entirety.

### **\*\*1. Services\*\***

1.1 The Business provides comprehensive dog training services to Clients. The specific nature of these services shall be mutually agreed upon by both parties before the commencement of any training.

1.2 The Business is committed to delivering services with due diligence and expertise in accordance with industry standards. The utmost effort will be exerted to ensure the Owner's complete satisfaction with the services rendered.

1.3 The Business does not accept responsibility for your dog and their behaviour. It is entirely your responsibility, whether or not in the presence of the trainer, to ensure your dog is kept under control at all times.

### **\*\*2. Fees & Payments\*\***

2.1 The Client shall, in accordance with a prior agreement, remit payment for all training sessions and related services at the rates prescribed by the Business.

2.2 Payment in full is required at the time of booking any training or service.

### **\*\*3. Cancellation Policy\*\***

3.1 In instances of 1-2-1 sessions, the Client may opt to forfeit the session or, at the discretion of the Trainer, reschedule the session subject to an additional fee.

3.2 For Group Training Sessions, should a participant wish to cancel, notification must be provided at least 2 weeks prior to the scheduled start date to be eligible for a refund. Refunds, when applicable, will be issued minus an administrative fee amounting to 20% of the total payment. Cancellations made less than 2 weeks before the start date shall not be eligible for refunds.

3.3 In the case of 1-2-1 sessions, participants are required to cancel at least 72 hours prior to the scheduled session time. Cancellations made after this timeframe will not qualify for refunds, with session rescheduling remaining at the Trainer's discretion.



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#### **\*\*4. Training Environment\*\***

4.1 Group training sessions are conducted outdoors in a secure field, regardless of weather conditions. Participants are expected to dress appropriately. Refunds will not be granted to participants who choose to abstain from group sessions due to inclement weather.

4.2 1-2-1 sessions are conducted at a mutually agreed location, including the Client's residence.

4.3 Separation Anxiety programme consists of 1 in-person session (if within 10 miles radius of Burgess Hill), all subsequent sessions are carried out remotely.

#### **\*\*5. Photo and Video Footage\*\***

5.1 The Business reserves the right to employ photos and video footage for promotional and marketing purposes. By participating in our dog training program, you consent to the utilisation of your image and your dog's image for marketing materials.

#### **\*\*6. Liability\*\***

6.1 The Trainer bears no responsibility for injuries or damages sustained by participants or their pets during training sessions. Participants assume all associated risks and liabilities linked to the training program.

#### **\*\*7. Disruptive Behaviour\*\***

7.1 The Trainer retains the authority to exclude any participant and their pet from the training program due to disruptive conduct, aggression, or failure to adhere to instructions.

#### **\*\*8. Assumption of Risk\*\***

8.1 By engaging in our dog training services, you acknowledge and assume all risks associated with dog training, including but not limited to injuries and damages resulting from canine activities.

8.2 It is important to ensure that your dog is suitably protected from the potential risk of disease, as well as being appropriately treated for internal and external parasites. While we cannot guarantee that there is absolutely no risk of disease at any venue or when in contact with other dogs or materials, it is the owner's responsibility to take appropriate measures to protect their dog. Please note that we do not accept responsibility for any potential or actual exposure of dogs to disease.



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8.3 Please advise us in advance of your session if your dog has been in contact with another dog infected by a contagious disease or if they appear to be unwell (e.g., vomiting, diarrhoea, coughing, etc).

8.4 If your dog has any known allergies or intolerances to certain foods or has any other special dietary needs, it is your responsibility to bring this to the attention of the trainer prior to the start of your session and provide alternative food rewards for your dog.

**\*\*9. Confidentiality\*\***

9.1 The Business pledges not to disclose any personal information or details concerning the Client's dog or circumstances to any third party without the Client's explicit consent.

9.2 The Client agrees not to disclose any confidential or proprietary information of the Business to any third party without prior written consent from the Business.

**\*\*10. Governing Law\*\***

10.1 These Terms and Conditions shall be governed by the laws of the country in which the training program is conducted.

**\*\*11. Entire Agreement\*\***

11.1 Participation in our dog training programs signifies your acceptance of these Terms and Conditions. The Trainer reserves the right to modify these Terms and Conditions at any time without prior notice.