



www.snobbydoggy.co.uk
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 dog training business (hereinafter referred to as the "Business" or "Trainer"). By engaging with our services, you acknowledge and accept these Terms in full.

1. Services

1.1 The Business provides a range of dog training services, including group classes, 1-2-1 training, and a separation anxiety training programme. The specific nature of the services will be agreed upon prior to the commencement of any training.

1.2 The Business is committed to delivering services with due diligence and expertise, following industry standards and using ethical, force-free training methods. While every effort is made to achieve the desired outcomes, results depend on the consistency and commitment of the Client to implement the training techniques.

1.3 The Business does not accept responsibility for your dog or their behaviour. It remains your responsibility, regardless of the trainer's presence, to ensure your dog is kept under control at all times.

1.4 Separation anxiety training is conducted entirely online. Clients are responsible for ensuring a stable internet connection and a suitable device for participating in sessions. The success of the training depends heavily on the owner's consistent implementation of the recommended strategies.

2. Fees & Payments

2.1 Payment is required in full at the time of booking to secure your place in any training programme.

2.2 All fees are clearly communicated before booking. Fees for the separation anxiety training programme may vary based on the level of support required.



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2.3 Payments can be made via bank transfer or other methods specified by the Business.

3. Cancellation Policy

3.1 1-2-1 Sessions: Cancellations must be made at least 72 hours before the scheduled session time to qualify for a rescheduled appointment. Cancellations within 72 hours will be charged in full, with rescheduling subject to the Trainer's discretion.

3.2 Group Training Sessions: Cancellations must be made at least 2 weeks before the programme start date to qualify for a refund, minus a 20% administrative fee. No refunds will be issued for cancellations made less than 2 weeks before the start date.

3.3 Separation Anxiety Training: Due to the tailored nature of this programme, cancellations must be made at least 5 days in advance to receive a partial refund (minus a 20% administrative fee). Cancellations made less than 5 days before the start date are non-refundable.

3.4 The Business reserves the right to reschedule sessions due to unforeseen circumstances, such as adverse weather conditions or trainer illness.

4. Training Environment

4.1 Group Training: Sessions are held outdoors, regardless of weather conditions, unless extreme weather poses a safety risk. Clients are responsible for dressing appropriately. Refunds are not issued due to weather-related absences.

4.2 1-2-1 Training: Sessions are conducted at a mutually agreed location, which may include the Client's residence or a public space.

4.3 Separation Anxiety Training: This programme is delivered entirely online to minimise disruption to the dog's routine and maximise training success.

5. Photo and Video Footage



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5.1 The Business may use photos and video footage of training sessions for promotional purposes. By participating, you consent to the use of images of you and your dog unless otherwise stated in writing.

5.2 Online sessions may be recorded for training and quality assurance purposes, with prior notice given to the Client. Recordings will be handled in line with our privacy policy.

6. Liability

6.1 The Business accepts no liability for any injuries, damages, or losses sustained during training sessions. Participation is at the Client's own risk.

6.2 The Client is responsible for any damage or injury caused by their dog to property, other animals, or people.

7. Disruptive Behaviour

7.1 The Trainer reserves the right to exclude any dog from a session if they display aggressive or excessively disruptive behaviour that compromises safety or training progress.

7.2 If a dog is excluded, the Trainer will provide guidance on alternative training approaches and behaviour management strategies.

8. Assumption of Risk

8.1 Participation in dog training services carries inherent risks. By engaging with Snobby Doggy, you assume full responsibility for these risks.

8.2 Clients must ensure their dog is appropriately vaccinated and treated for internal and external parasites. The Business accepts no responsibility for the potential exposure of dogs to diseases during training sessions.



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8.3 Please notify the Trainer if your dog has been exposed to a contagious disease or is showing signs of illness (e.g., vomiting, diarrhoea, or coughing) prior to the session.

8.4 If your dog has known allergies or dietary restrictions, you must inform the Trainer and provide suitable treats for training sessions.

9. Confidentiality

9.1 The Business will not disclose personal information to third parties without your consent, except where required by law.

9.2 The Client agrees not to share any proprietary training materials or methods with third parties without the Trainer's written permission.

10. Governing Law

10.1 These Terms and Conditions are governed by the laws of England and Wales.

11. Entire Agreement

11.1 These Terms constitute the entire agreement between Snobby Doggy and the Client. The Business reserves the right to update these Terms at any time, with the most current version available on request.

By proceeding with your booking, you confirm that you have read, understood, and agreed to these Terms and Conditions. Thank you for choosing Snobby Doggy to support you and your dog on your training journey.