

Terms & Conditions





Terms & Conditions

By proceeding with their enrolment, the client agrees to the following terms and conditions:

GROUND RULES

The client agrees to adhere to our ground rules and safety policies at all times, and to ensure that any other persons that they bring to class, including children, do so as well.

CLASS POSTPONEMENT POLICY

The client acknowledges that classes may be postponed in the event of heavy rain, storms, extreme winds, extreme heat, or other unsafe weather conditions as determined by Norfolk K9 Training.

Class may also be postponed in the event that the instructor is too ill to teach, and a replacement cannot be found.

Other circumstances may also result in classes being postponed, including but not limited to school events and public holidays.

Whenever a class is cancelled, classes will resume the following week (circumstances permitting) and run for an extra week at the end of the course to make up for the missed session. Clients will be notified by email and/or with as much notice as possible in the event of a postponement.

No refund will be offered in the event of a change in schedule

COURSE WITHDRAWALS & REFUNDS

The client must give 14 days' notice in writing prior to their course start date in order to receive a refund. Refunds will not be issued if the client withdraws from a course after it has commenced. Refunds will not be issued if the client is unable to attend any section of their course, but wherever possible we will attempt to arrange a catch-up class to be attended without a dog or issue a set of lesson notes, whichever is more appropriate.

DISCLAIMER OF LIABILITY

The client acknowledges that their attendance at Norfolk K9 Training's group classes or private sessions may result in serious injury or even death to dogs and/or people. They are voluntarily attending this activity with knowledge of the danger involved and agree to assume any and all risks of bodily injury, death, or property damage, whether those risks are known or unknown.

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This release extends and applies to, and also covers and includes, all unknown, unforeseen, unanticipated, and unsuspected injuries, damages, loss and liability and the consequences thereof, as well as those now disclosed and known to exist.

The client acknowledges that dog training classes and/or private consultations are inherently dangerous activities, during which injury or harm may occur to dogs and/or persons. This includes, but is not limited to, vehicular accidents, trips and falls, contagious illnesses, and injury resulting from the action of dogs or people such as bites, scratches, being knocked over or stepped on etc.

The client is responsible for the actions of their dog(s) at all times, and any financial or moral ramifications of their dog(s)' actions.

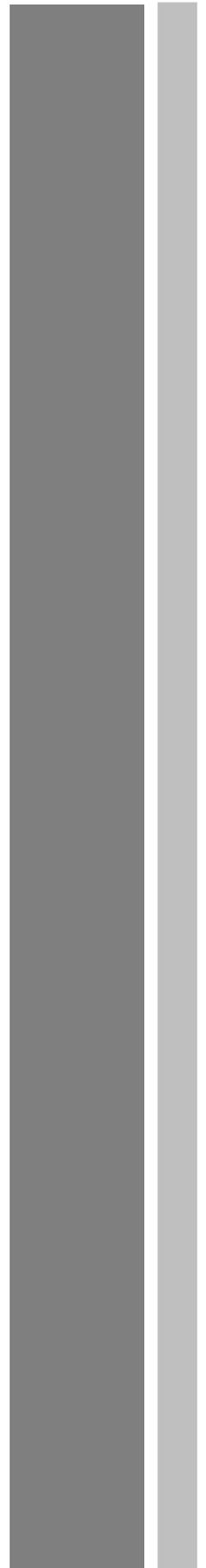
The client forfeits all right to bring a suit against Norfolk K9 Training for any reason. They will make every effort to obey safety precautions as listed in writing and as explained to them verbally. They will ask for clarification when needed.

PHOTOGRAPHY RELEASE

No Photography or Video Recordings are permitted without the prior consent of the teaching staff member of Norfolk K9 Training and of other class mates.

The use of photography and videoing will be prohibited should there be a person in the class under the age of 18 years, even if the parent of that said child gives their consent.

The client agrees that any photos taken of their dog(s) while attending group activities or private training may be used in marketing or promotional material, or for any other reason, by the photographer and Norfolk K9 Training.





Rules & Safety Procedures

The following rules are in place for the safety of all persons and animals present on our grounds.

VACCINATION CERTIFICATE

A current vaccination certificate must be provided for each dog at the start of each new course.

If one is not sighted by a Norfolk K9 staff member, the dog will not be permitted into class.

REQUIRED FOOTWEAR

All persons present on our grounds must be wearing fully enclosed, non-slip footwear. This policy includes children of any age if their feet will be touching the ground.

Unacceptable footwear includes high heels, sandals, ballet flats that leave the top of the client's feet uncovered, or any shoe where the heel is not enclosed.

NO LATE ARRIVALS

No person will be admitted into class if they arrive after the scheduled start time. Even if a client is only a minute or two late, we unfortunately cannot permit them to attend the class. All clients should aim to arrive to our facility at least 10 minutes before class is due to start, to get their dog settled and in case of any unexpected delays.

Late arrivals are a safety risk as the latecomer could accidentally stumble upon another client's dog, causing the dog to startle and react defensively. Late arrivals also disrupt the rest of the class and make training more difficult for the latecomer's classmates.

ALL DOGS MUST BE ON LEAD & WEARING A COLLAR

Clients must keep their dogs on lead at all times on our grounds, unless specifically instructed otherwise by a Norfolk K9 staff member. At all times, dogs must be wearing a well fitted, standard, flat collar that they cannot wriggle out of. Their lead may be attached to a harness or head-collar, but they must also be wearing a flat collar.

This is so that a dog can be more easily and safely restrained in an emergency, or if they escape from their harness or head collar.

Rules & Safety Procedures



Do not bring your dog to class wearing a check/choke chain, prong collar or citronella/shock collar.

NO CONTACT BETWEEN DOGS - DO NOT ALLOW DOGS TO MEET EACH OTHER

Clients must not allow their dog to reach another dog at any times on our grounds, unless specifically instructed otherwise by a Beacon staff member.

Clients should ensure they and their dog give the other dogs present a sufficient amount of space to ensure no contact occurs.

This policy applies even if the two dogs know each other or are from the same family. If two dogs arrive in the same vehicle, they should be brought into class separately by their handlers.

This policy is critical for the safety of all dogs and people present on our grounds. It helps to reduce the risk of spreading illness, keeps the dogs focused on their owners during classes, and ensures that fearful dogs are not pressured into defending themselves.

NO SICK OR INJURED DOGS

Sick or injured dogs should not be brought to class. If they can be safely left at home, their owner should attend without them so that they do not miss out on the lesson.

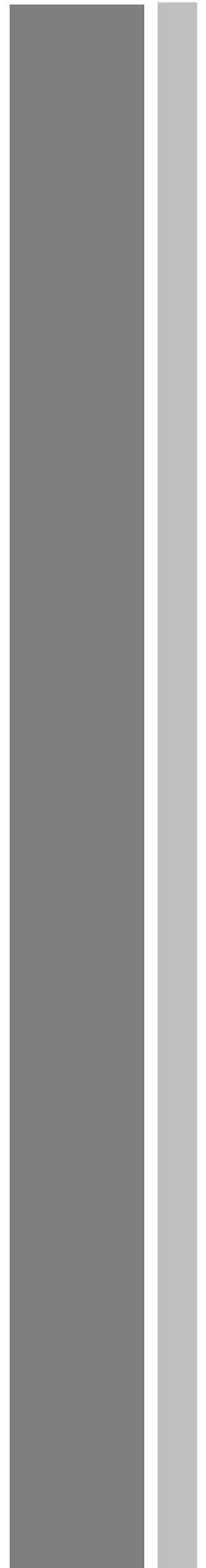
Female dogs in heat should also be left at home.

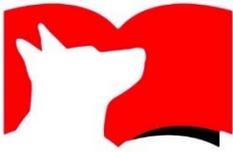
PERMISSION MUST BE GIVEN BEFORE APPROACHING ANOTHER CLIENT'S DOG

Humans without a dog may ask an owner for permission to greet their dog but must not approach or touch the dog without first gaining permission.

CHILDREN IN CLASS

Norfolk K9 Training welcomes children of all ages and encourages them to participate in the lesson. All children must adhere to all of Norfolk K9 Trainings safety policies at all times.





Rules & Safety Procedures

Children under 7 years of age must be accompanied by an adult dedicated to their supervision and in addition to the adult handling the dog.

Children and teenagers between 7 and 18 years old do not need a second supervising adult but cannot hold the end of the dog's lead on their own, as per our 18+ handler policy.

While many children love participating in class, there will be some sections of each lesson where the instructor will be going through theoretical content. During these times, some children can become bored, as they have to sit quietly. If you think your child may struggle with this, it may be a good idea to bring a quiet activity along for them to occupy them during this time.

Please ensure that children do not run, climb on benches or fences, or engage in any activity that involves fast movement or noise, such as bouncing balls, riding skateboards or bikes etc. This is particularly important for their safety, as some dogs can be frightened by any of these actions and could act aggressively in defence.

ONLY ENROLLED DOGS PERMITTED

Clients must not bring any dog, other than the enrolled dog, onto the grounds, including the car park. Classes are strictly limited to enrolled dogs only.

CLEANLINESS AND IDENTIFICATION

All dog attending classes should have an identification tag on their collar that displays the correct information required under UK laws.

The handler should also have on their person, equipment appropriate to be able to clean up after their dogs (Pooh Bags).

MICROCHIPS

Every dog will be scanned on the first day of attending class to ensure that their dog complies with the UK laws relating to the microchipping of dogs.

Should a number not be displayed on scanning the owner will be advised on what they need to do to correct this matter and the dog will be scanned again 21 days from the date of first being scanned.

Methods of Payment



DIRECT DEBIT OR BACS (BANK TRANSFER)

Please send payment to:

Account Name: Martin Wardle & Kevin Rogers
Bank Sort Code: 07-04-36
Account Number: 23557427

Please use your dog's name and your last name as the reference, e.g. "Fido Smith"

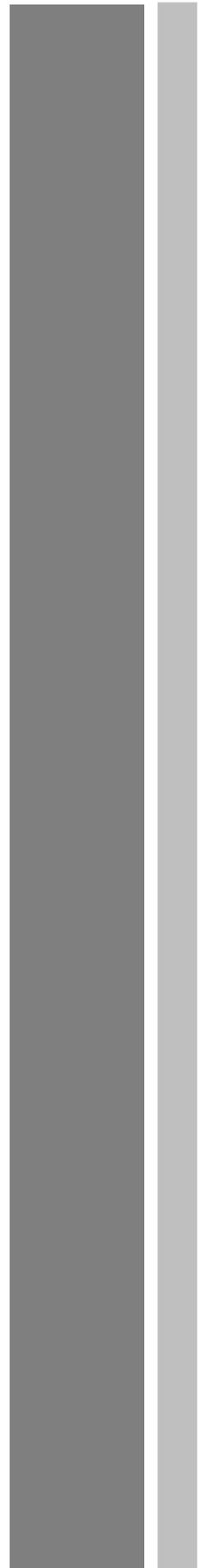
CASH

Cash payments can be made on the first lesson of the course in form of the full course payment.

Cash payment for one to one or class lessons to be paid at the beginning of the lesson.

DEBIT/CREDIT CARDS

We have online facilities in place to deal with both card and PayPal payments.





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Proprietors & Instructors: Martin & Kevin Wardle-Rogers