

## WAGG 'N' HEELS DOG TRAINING

I am Elaine and I have had dogs all my life and taken great joy and pride in training all my own dogs. Currently studying with IMDT and working towards my assessment. I have been running my own dog walking & boarding & training business for 6 years & I am licenced by Havant Borough Council with a 5 star rating & accredited to Ofqual Level 3 Professional Day Care & Boarding.

### Hoopers Classes

Hoopers is a fun, agility style sport that is low impact and gentle on your dog's joints. During this course your dog will be introduced to the equipment which consists of Hoops, Barrels and tunnels. You will learn to work as a team to navigate a course of obstacles.

This course is suitable for most dogs and handlers, courses are flowing with no sudden stops or sharp turns.

**CLASSES ARE UP TO 1HR BUT MAY BE SHORTENED OR RE-SCHEDULED DEPENDING ON WEATHER CONDITIONS.**

### 1-2-1 Training Sessions.

I am extremely passionate about creating & developing a better relationship between owners and their dogs, making a real difference to their lives.

Training is tailored to work on the individual needs of you and your dog. During our training sessions we will cover any training issues such as

- Recall
- Walking well on the lead
- Drop/Leave it- leaving certain items
- Jumping up
- General Obedience



## WAGG 'N' HEELS DOG TRAINING

### Terms and Conditions

In our terms and conditions “we” and “us” refers only to staff of WAGG 'n' HEELS. “You” refers to any client, spectator or other participant to any of our training sessions, workshops or classes.

#### Dogs:

You are responsible for the behaviour of your own dog during classes and workshops at all times. Please be respectful of other dogs and their handlers and ask the owner’s permission before approaching or allowing your dog to approach another dog - not all dogs are comfortable around other dogs or people.

Please let us know in advance of any booking if your dog is not comfortable around other dogs or people, this will enable us to provide you with the appropriate support.

Dogs must be kept on lead at all times unless instructed to let them off for a specific exercise. In the interest of safety, only one dog will be permitted to be off lead at any one time.

Please pick up after your dog and use the poo bin provided, if you run out of poo bags please tell us and we will provide you with some.

Any breeds prohibited under the Dangerous Dogs Act 1991 will not be accepted on our courses.

We are unable to accept any dogs that are known to have been aggressive towards other dogs and/or people.

It is your responsibility to ensure that your dog is fit and healthy to attend training classes, is fully vaccinated, is not suffering from any infectious disease that could be transmitted to another dog. If your dog is experiencing sickness or diarrhoea or any other contagious illness, please do not bring them to the course. If you are unsure whether to attend classes, please get veterinary advice beforehand and contact us.

If you have signed up for a course and your bitch has come into season, please contact us and we will try to place you on an alternative date or carry over any missed weeks to a future course.

Please inform us of any allergies, past injuries, or other health issues that your dog may have when booking onto our courses. This will enable us to tailor individual exercises to your dog’s needs and capability.

Dogs must not be left unattended in hot vehicles.

#### Training Methods:

We only use force free, ethical training methods. Any harsh handling or use of equipment that causes pain or discomfort, physical or emotional intimidation will not be tolerated. We do not use equipment such as choke, prong or shock /E-collars.

#### Classes:

Classes are small so that each team gets the full help and attention they deserve, which means that places are limited. We therefore work on a first come first served basis and require full payment at time of booking on to our courses. Your space will not be secured until full payment has been received.

Refunds will only be given in exceptional circumstances and by the same method the payment was received. In some circumstances we may be able to transfer any fees paid to a future course. This will be at our discretion.

#### One to ones:

Payment is required upon the day of the one-to-one session. Payment for one-to-one packages is due in full on the day of the first one to one session payment can be made by cash or bank transfer.



If you wish to cancel a paid appointment, notification must be received within 48 hours of the session to avoid losing any fees paid. We will always try to offer an alternative date for the session if you are unable to make the original appointment.

Refunds will only be given in exceptional circumstances. It may be possible to transfer fees paid for the future one to one session if acceptable, this will be at WAGG 'N' HEELS discretion.

It is important that you inform us when booking your appointment if your dog has aggressive tendencies towards dogs and or people. This is so we can advise you of any safety measures required prior to the visit.

We only use force free, ethical methods and will not tolerate any harsh handling or use of equipment that causes pain or suffering to the dog. We do not use choke chains, prong or E collars.

Fees and cancellations:

Your place will be confirmed in advance via e-mail, payment for classes can be by BACS or by cash. If you are unable to attend a class you are booked on to please provide 48 hours' notice so that your place may be offered to someone else. We reserve the right to charge for the missed class if no prior notice is given.

Cancellations by us:

Should we need to cancel due to unforeseen circumstances, a full refund will be made to you within 14 days of the cancellation date. You will be informed by e-mail. Refunds will only be made by the same method the original payment was received.

Health and Safety:

Flat colours or correctly fitted wide martingale collars on sighthounds are advised no head collars or slip leads. Name tags that hang should be removed when training.

Harnesses that allow free movement are permitted in training and essential if using long lines. H or Y style harness are advised rather than across the chest or anti-pull.

Parking:

Parking is entirely at your own risk. We do not accept any responsibility for theft or damage to cars or property whilst at any class or training session.

GDPR:

The information you provide at the time of booking will only be used by us as a record of you and your dog to enable us to contact you in relation to dog training activities. Information you provide will not be passed on to any third parties.

Any photographs or videos will only be used on social media with your consent.

I have read and agree to the terms and conditions set by WAGG 'n' HEELS.

Name:

Date:

Signed:

