

Training Classes & Puppy Classes: By making a booking you acknowledge that you have read, understood and fully accept these Terms and Conditions:

Fees

- Full payment is required in advance to secure your booking.

Cancellations

- If a client cancels their place in a class more than 7 days before the first session, a full refund will be given. Cancellations with less than 7 days notice will not be refunded.
- Clients who leave mid course will not be refunded, but all supporting information will be sent.
- In the event of a class being cancelled by the trainer, the session will be rescheduled and/or clients will be offered a place in the equivalent session of the next course. If the client is unable to attend the alternative dates, the fee for the cancelled session(s) will be refunded on a pro-rata basis or offered as a credit towards private training.
- I reserve the right to remove a dog from classes if I believe the class environment to be detrimental to their welfare or behaviour, or if other dogs in the class are likely to be adversely affected by this dog. In such cases fees will either be offset against one-to-one session(s) or refunded, as agreed with the client.

Banned breeds

- If your dog is an XL Bully or a member of another breed banned under the Dangerous Dogs Act, please contact me prior to booking sessions as special terms may apply.

Training and handling equipment

- The following items are not permitted in training sessions or consultations under any circumstances:
 - Choke chains
 - Electronic training collars, including anti-bark/citronella or “invisible fence” collars
 - Any other device that causes discomfort, pain or fear to the dog
 - Prong or pinch collars
 - Any equipment that the behaviour counsellor deems unacceptable
- The use of physical force and punishment-based training techniques are not permitted in classes.

Safety

- Dogs should be on leads (with collar or harness) at all times in training classes unless instructed otherwise.
- Handlers must be 16 years or over.
- Every effort is made to ensure safety of clients and dogs during training sessions. However, handlers remain responsible for their own dog during the sessions, and *in the event of a participating dog causing any injury to another participating dog*, the owner of the dog which caused the injury is responsible for this and liable for any resulting costs.
- By making a booking you agree to indemnify Lucy Bingley for all personal injury and damage to property owned by you while attending the sessions. You agree to make all parties attending the classes aware that they do so at their own risk.
- Children may attend PUPPY classes; under 18s must be accompanied by an adult and not in sole charge of the puppy. Under 13s must have a "spare" adult to look after them so that there is a dedicated adult to work with the puppy and another adult to take care of children during the class. Children must be under the supervision of a responsible adult.
- For safety reasons, children under 13 are not allowed to attend ADOLESCENT or ADULT DOG classes. 13-17 year olds can attend but must follow instructions during the class, and any under 18s must be accompanied by a supervising adult and not left in sole charge of your dog in the class.

Handouts

- Training handouts remain the copyright of Lucy Bingley and may not be shared without permission.

Photographs and video

- Photographs or videos may be taken during classes for advertising, publicity or educational purposes. Unless otherwise stated by clients, consent for the use and sharing of these files is implied.

Confidentiality

- No information about clients will be shared unless with the client's explicit permission, except where there is evidence to warrant concern about the safety or interests of clients or others who may be threatened by the clients' behaviour, in which case I may inform appropriate third parties without prior consent.
- All reasonable steps shall be taken to preserve the confidentiality of information acquired through my professional practice, and to protect the privacy of those about whom information is collected or held.

Complaints

- The Association of Pet Behaviour Counsellors has a procedure for dealing with complaints against a member: details can be found at <https://www.apbc.org.uk/code-of-conduct-and-complaints-procedure/>