



Terms & Conditions

General

1. Proof of valid vaccinations must be provided prior to the first session.
2. No bitches in season may attend group classes.
3. Pet insurance is highly recommended.
4. All dogs must be kept on a lead unless specified by the trainer.
5. All children under 18 years of age must be accompanied by an adult at all times.
6. We believe positive reinforcement techniques are the most effective way to train dogs. We do not allow dogs to be handled forcefully during our sessions. Owners who are seen to use such methods will be asked to leave immediately with no refund given.
7. No choke chains, prong collars or similar devices are permitted.
8. Training sessions will often be held outdoors and only cancelled due to poor weather if it is deemed unsafe to carry out the session.
9. No aggressive dogs are permitted to attend group classes.
10. All behavioural problems need to be divulged prior to the first session.

Booking Procedure

All new clients must submit an Enquiry Form via our website www.themindfulpetowner.com.

By submitting the Enquiry Form, you agree that you have read and agreed to these Terms and Conditions. Shortly after submitting the form we will contact you to discuss your enquiry and process your booking. Documents (owner information, pet information, service details, invoice, company bank details) will then be sent to you for completion. Your position will be held for 48 hours. If payment is not processed within 48 hours we reserve the right to offer you position to someone else.

Relationship and Responsibilities

Four Paws Therapy Ltd (trading as The Mindful Pet Owner) is contracted to perform the agreed-on services in an attentive, reliable and caring manner and the Owner shall provide all necessary information to assist in this performance. Four Paws Therapy Ltd shall be responsible for the necessary insurance and agrees to notify the Owner of any occurrence pertaining to the dog which may pertain to the dog's care and well-being.

It is the Owner's responsibility to ensure vaccinations and anti-parasitic treatments do not lapse. Should the Owner choose not to continue vaccination of their pet(s), Four Paws Therapy Ltd may choose to terminate the contract. Should the Owner choose not to continue recommended anti-parasitic prophylactic treatment, Four Paws Therapy Ltd may choose to terminate the contract.

Fees, Cancellation and Early Termination

The Owner is required to pay the agreed fees within 48 hours of booking to secure their position.

Should the Owner need to cancel a 1-2-1 booking, this should be done with as much notice as possible. Cancellation with more than 48 hours notice will result in the full amount being refunded to the Owner, less than 48 hours notice will result in no reimbursement.

Cancellations of an entire course must be done at least 2 weeks before the intended start date.

Where Four Paws Therapy Ltd needs to cancel a scheduled service due to unforeseen circumstances at short notice; they may appoint a substitute trainer with the written approval of the Owner. Should any dog become aggressive or dangerous, Four Paws Therapy Ltd may terminate this Services Contract with immediate effect. Any wrongful or misleading information in the Client Details Form or Pet Details Form may constitute a breach of this Services Contract and be grounds for instant termination thereof. Termination under circumstances described above shall not entitle the Owner to any refunds or relief of any outstanding payments due.

Liability

Four Paws Therapy Ltd will carry liability insurance relative to the services performed for the Owner. A copy of the insurance policy has been made available to the Owner and the Owner acknowledges that he/she is familiar with its contents. Furthermore, Four Paws Therapy Ltd accepts no liability for any breach of security or loss of or damage to the Owner's property if any other person has access to the property during the term of this agreement. The Owner shall be liable for all medical expenses and damages to Four Paws Therapy Ltd, resulting from an injury caused by the dog(s) as well as damage to the Owner's property. Four Paws Therapy Ltd is released from all liability related to transporting the dog(s) to and from any veterinary clinic or kennel, the medical treatment of the dog(s) and the expense thereof.

All training is undertaken at the handler's own risk and they must assume full responsibility for themselves and their dog(s). Whilst every care is taken during behaviour consultations/training sessions, we cannot accept responsibility for loss, damage or injury to the dog/s, person or property, either during or as a result of these sessions. By attending these sessions and signing this form, you waive all claims against Four Paws Therapy Ltd (trading as The Mindful Pet Owner) and its instructors individually or otherwise for any injuries, claims or damage that you, your dog or others might incur.

Emergencies

In the event of an emergency, Four Paws Therapy Ltd shall contact the Owner at the number(s) provided to confirm the Owner's choice of action. If the Owner cannot be reached, Four Paws Therapy Ltd is authorised to transport the dog(s) to the listed veterinarian; or transport the dog(s) to an emergency clinic if the previous option is not feasible.

Security

Four Paws Therapy Ltd warrants to keep safe and confidential all keys, remote control entry devices, access codes and personal information of the Owner and to return same to the Owner at the end of contract period or immediately upon demand.

Whole Agreement

The Services Contract, Client Details Form, and Pet Information sheet(s) constitute the sole and entire agreement. Any alteration to this agreement must be in writing and signed by both parties.

Name: _____

Signature: _____

Date: _____