



BROOK WORKING DOGS Ltd

SMART TRAINING = SMART DOGS

Terms and Conditions

You (the owner) confirm to Brook Working Dogs Ltd that you are the legal owner of your dog(s). By placing a booking, you are deemed to have read, understood and accepted our terms and conditions. Completion of the booking process and acceptance of our terms and conditions forms your contract with Brook Working Dogs Ltd.

Classes, Training & Consultations

Please keep dogs on leads at all times unless otherwise directed by your trainer.

You are responsible for the behaviour and actions of your dog while attending training and are required to clean up after your dog should they go to the toilet. Please use the dog bins available on site.

Please respect the personal space of other dogs and ensure you stand at an appropriate distance until your trainer advises the correct social introductions.

You must follow instructions at all times, including all safety instructions and do not use equipment when your trainer is not present.

Equipment is designed for dog use only and Brook Working Dogs Ltd takes no responsibility for loss or damages that may occur when equipment is in use.

Pick up after your dogs and do not allow dogs to pee on the equipment – accidents do sometimes happen, so let your trainer know so that it can be washed down.

It is your responsibility to ensure your dog is fit and healthy to attend training, your dog must be fully vaccinated and not suffering from any infectious disease that could be transmitted to any other dogs. If in doubt about your dog's health, please consult a veterinarian.

Please inform your trainer before your training session if your bitch is in season, as they may not be able to attend at that time.

Your trainer reserves the right to request any persons to leave the premises or cease the session if they are abusive to any person or dog.

Any accidents or issues involving a person, or a dog must be reported immediately to the trainer.

You understand that your dog will socialise with other dogs and you accept the risks involved and agree that Brook Working Dogs Ltd are not liable for any injuries or illnesses resulting from your dog's attendance.

Day socialisation training is 10am-4pm approximately. As we often collect and drop off a number of dogs each day, these times may vary slightly. Please make sure your dog is ready to be collected from

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9.30am. You will always be informed if there are any issues concerning your dog while they are with us for the day. You will not routinely be informed if the drop off time is later than 4pm. You give permission to Brook Working Dogs Ltd to enter your and visit your property at the arranged day and time. If you are dropping off and collecting you dog(s) yourself, please stick to 10am-4pm, unless otherwise arranged with us.

If using the collection and drop off service for day socialisation or for your 121 appointment, you understand and accept the risks of injury involved with the transportation of you and/or your dog(s). You expressly waive and relinquish any and all claims against Brook Working Dogs Ltd, it's employees and representatives.

If any medical problems develop while your dog is in the care of Brook Working Dogs Ltd and you cannot be contacted, you authorise them to do whatever they deem necessary for the health, safety and wellbeing of your dog and you agree to assume full financial responsibility for all expenses incurred plus those of any dog(s) your dog maliciously injures during their time at Brook Working Dogs Ltd.

Any dogs with a history of aggression or biting will require a 121 appointment prior to joining any groups or day socialisation, and then only under the instruction from a trainer. Any behaviour deemed dangerous or inappropriate by Brook Working Dogs Ltd may result in the instant dismissal of said dog(s).

Cars are parked at owner's risk. Brook Working Dogs Ltd do not accept any responsibility for theft or damage to cars or property whilst at training.

Please do not park on Jackson's Lane, instead turn down the track next to our dog training sign and park near our kennels. On busier days, and in fair weather, the gates to the field will be open for you to park on if you wish; again, this is at your own risk.

Family members are always welcome in classes and 121 training. All children under 16 must be accompanied by an adult. Young children will need an additional adult so that the primary handler can devote their full attention to the training.

If you have 2 dogs you wish to bring to training, please ensure each dog has its own handler.

Bookings, Payments & Cancellations

Payment of fees should be made on the day of training by cash or credit/debit card.

If your dog(s) comes to day socialisation training every week routinely and uses the collection and drop off service, we accept payment via online transfer/standing order. When you have made a payment, please send us a message to say what days you are paying for.

Booking a block of classes (5 weeks) requires a £20 non-refundable deposit to be made at the time of booking to secure a place. The remaining £30 is to be paid at the first class. If you are unable to make the course, you will not be required to pay the remaining £30 and we will hold the £20 in credit with us to use at a time to suit you (i.e. towards a 121 session, agility or socialisation).

Please let us know at the earliest opportunity if you cannot make an appointment, group, or day socialisation training so that we can offer the place to someone else and/or adjust our day

BROOK WORKING DOGS Ltd

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accordingly. We understand that sometimes unforeseen things happen, and you may not be able to make an appointment with very little notice. At present we do not request pre-payment for our services, however this will be subject to change should the rate of cancellations increase. We offer a quality training service and to maintain this level of service we have to ensure we have enough bookings to pay for our team of experienced staff.

When booking onto one of our blocks of classes, please let us know if you cannot attend any of the dates given. We can often offer a split block to ensure that you complete the 5 weeks and gain the certificate. We do our best to offer catch up sessions if you cannot attend a week with short notice, however this is subject to availability within the next sessions. Alternatively, you could use the credit you have with us for another one of our services. Please be mindful that it takes time to organise group sessions and try to honour the dates you say you can do.

Classes will start promptly to ensure all topics are covered in the allocated class time. If you are running late please join the class when you arrive and discuss anything missed at the end of the class. If you arrive late for a 121 appointment, you will still be charged for the full hour.

If your dog comes into season we do not permit them to attend class, however you are welcome to view the class so you can train at home.

If your dog becomes unwell, please inform us at the earliest possibility and do not bring them to training.

Home visits are available and the price is dependant on location. Please contact us to request a quote.

Course Content & Material

Brook Working Dogs Ltd reserves the right to change the content, timing, dates, venue or instructor. We try to avoid this as much as possible, but sometimes this is unavoidable, particularly with changes in the weather meaning we have to postpone a session. If we know in advance that the weather will not be suitable we will let you know, however, often the weather can be very changeable from hour to hour. If we have to cancel a booking or class due to the weather, we will let everyone know who has booked in by text/phone as soon as we can, at least an hour before the start of your class. We will then reschedule all the bookings to an alternative week or course date. Brook Working Dogs Ltd will not be liable for any losses or expenses arising from amendments to the course or cancellations.

We generally go ahead with training in all weather. Please come prepared and bring waterproofs, boots or wellies if the weather looks wet or cold. Most of our training is based outdoors in our training field. Please be aware that this can be uneven underfoot and inform the trainer of any mobility issues you have so we can find the best training area for you.

DATA PROTECTION

In accordance with GDPR, Brook Working Dogs Ltd will retain the following data; your name; address; telephone number; email and your dog's name; breed; age and medical information. This will be used by Brook Working Dogs Ltd for the purpose of contacting you in relation to your dog training

BROOK WORKING DOGS Ltd

SMART TRAINING = SMART DOGS

needs/appointments/events that may interest you and will be held for 2 years following inactivity with Brook Working Dogs Ltd. Any paper copies of such details will be incinerated. The online diary system is called Pawfinity. If you wish to request the removal of your data then please email brookworkingdogs@gmail.com, alternatively you can remove your data, from Pawfinity, by the following methods:

- Method 1) from our service by logging into your client dashboard, and visiting Account > Manage Account > Delete Account
- Method 2) you may request full account deletion through our automated public channel

You will need to enter a valid email address and have access to the email account on file to use method 2. It is your responsibility to ensure the email address on file is valid and active. Once deleted, this information will be removed from active access, and destroyed from backups within 7 days from the time of the deletion.

If you do not have / cannot access to your client account through the previously listed channels, Brook Working Dogs Ltd will be able to remove your information from their business dashboard directly. Keep in mind that claimed client accounts can only be deleted through the client dashboard or automated removal request form.

Accounts are claimed after one of the following occurs:

- logging in to your client dashboard
- connecting to more than one Service Provider.

Your information is secured behind a password-protected login, which is only accessible to approved employees of Brook Working Dogs Ltd.

Your data is stored using industry standard encryption in transit and at rest, in accordance with the Pawfinity data policy. The storage and processing of data is governed by the Pawfinity privacy policy, found here (<https://www.pawfinity.com/privacy-policy/>).

Photo Release

By agreeing to the Terms and Conditions, you give Brook Working Dogs Ltd permission to publish in print, electronic, or video format the likeness or image of you and/or your dog(s). You release all claims against Brook Working Dogs Ltd with respect to privacy rights, publicity rights, copyright ownership and publication, including any claim for compensation related to use of the materials.