



Terms and Conditions

Payments, Refunds and Cancellations

Once you have booked your service whether that's a class or a 121 programme, an invoice will be sent via email with details for you to make a bank transfer. Payment **MUST** be made within 48 hours to secure your space. If you fail to do this, your agreed slot will be released.

121 sessions

Please allow at least a 24 hours' notice for cancellation of sessions. Any cancellations made within less than 24 hours' notice will be charged in full or taken out from a training block, except in exceptional circumstances, in which case any refund or rescheduling will be made at our discretion.

Group classes

A minimum of 7 days' notice is required to ensure we have the adequate time to re-advertise your slot. If 7 days is not given, the full amount will unfortunately be lost to cover the space. No partial refunds for missed classes will be issued, however, where possible a customer might be allowed to join an alternative class at our discretion.

In the event that we have to cancel a session with you due to unforeseen circumstances, such as adverse weather/illness/emergency, we will make every effort to reschedule your session to another mutually convenient time. If this is not possible, we will refund you for the cost of that session.

Health and Safety

All dogs must be kept safe and it is the responsibility of the owner to ensure the safety of others with regard to their dog's behaviour at all times. Any instances of accident or injury must be reported to the trainer at the time they occurred. By agreeing to these Terms and Conditions, you are accepting full responsibility for the protection of your dog from the risk of disease. Bitches currently in heat will not be able to attend classes, it is unfair and distracting on other dogs. She will also be less likely to cope with training during this period. This also goes for sick or injured dogs, including dogs who have been in contact with infectious diseases including Kennel Cough and Parvovirus. We can rearrange any 1-2-1 training to suit but if you are in group classes your dog may unfortunately miss classes due to this. You can still attend without your dog to maintain continuity of training. Replacement classes cannot be offered unfortunately as classes are limited to a maximum of four dogs per class.

Privacy

Email addresses, telephone numbers or other contact information will be used to keep the communication with you. Photos and videos may be occasionally taken during training sessions. By agreeing to these terms and conditions you are consenting for these to be used for marketing purposes, including social media. All customer information and records shared with Walking With Purpaws are kept in confidence and not shared with any third parties.



Disclaimer

We make every effort to ensure the safety of both clients and dogs during training sessions. However, by agreeing to our terms and conditions, you are accepting that participating in an activity with dogs, children and adults poses a risk of injuries. You also agree to make any person who accompanies you to the session(s), or takes your place, aware that they are also there at their own risk. You understand and accept that your dog and their behaviour always remain entirely your responsibility, whether or not in the presence of the trainer.