



Terms & Conditions

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 ClickStart Dog Training. The terms and conditions are in effect as soon as you have booked any service offered by ClickStart Dog Training.

ClickStart Dog Training reserves the right to change the content, timing, date, venue or instructor of services offered. 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 unpredictable. If a booking is cancelled due to the weather, we will let everyone know who has booked in by email 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 date. ClickStart Dog Training will not be liable for any losses or expenses arising from cancellations or amendments to the services offered.

ClickStart Dog Training holds no responsibility for injury or damage to you, your dog, third parties or property.

ClickStart Dog Training holds no responsibility for theft or damage to vehicles or property while at the training premises.

All under 18's must be accompanied by a responsible adult.

Booking

Please note that your booking is only secured once payment in full has been received.

It's "first come first serve". ClickStart Dog Training reserves the right to cancel or postpone any event/course/workshop/seminar/service. The number of participants is limited unless listed differently.

You can pay ClickStart Dog Training via direct bank transfer, cheque or cash. By Booking you are agreeing to be bound to these terms and conditions.

After signing up for a course you will receive a confirmation via email (so please ensure we have your correct email address) or Facebook message.

ClickStart Dog Training has the right to refuse to train individuals or their dogs.

Payment

Regarding booking for any services provided by ClickStart Dog Training, payment is expected immediately. If not done so, ClickStart Dog Training reserves the right to refuse participation in the service you have signed up for.

Fees and prices are subject to change without notice. Price at time of booking applies.

All services/seminars/workshops/courses must be prepaid, unless otherwise stated. No admittance will be allowed unless the course fee has been paid in full. If you wish to pay in cash, please email us for details.

Under the Consumer Rights Act you may cancel your purchase within a period of 14 working days beginning the moment you place your booking. However, there is no right of cancellation where the course, workshop, 1-2-1 session or seminar begins within this 14 day period.

Refund Policy

By enrolling you are reserving a space in one of our ClickStart courses. Our class sizes are limited to ensure quality. Therefore, we must be notified at least 6 working days before the course begins for any transfers or refunds (minus a 25% processing fee). We regret that we are unable to refund enrolment fees once the course has commenced.

All refund requests must be made in writing & emailed to our office at clickstartdogtraining@gmail.com.

If your dog is unable to attend due to an injury, illness or season (this does not include spay/neuter procedures) during your course, you will receive a discount towards a future class at our discretion. If you or your dog's handler is unable to attend due to an injury, illness or other commitments we regret we are unable to refund but encourage you to find someone to handle your dog in class. If we cancel a class or decide your dog is not suitable for a class environment, you will receive a full refund for the classes you are unable to attend or alternative at our discretion. Please carefully consider your schedule, commitment to training, and your dog before applying to join one of our courses.

Rescheduling & Make-Ups

There are no make-ups for missed classes or services, however you are welcome to sit in on any session without your dog, at any time and at any of our locations. The enrolment fee for our Group Courses purchases six 45-minute sessions on specific dates and specific times only.

Low Enrolment Policy

In the event a class has low enrolment, we will either email or call you at least 2 days before your class begins to let you know there is a possibility the class may be cancelled or postponed.

If a class is cancelled due to low enrolment, we can either transfer you into a new class or we can offer a full refund.

Courses, Workshops, 1-2-1 Sessions, & Events

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

Please respect the personal space of other dogs and ensure you stand at an appropriate distance until you are sure whether the dogs will get along as instructed by your trainer.

You are responsible for your dog's behaviour and actions at all times and are required to clean up after your dog should they foul on the premises or in public areas.

Any persons found to be ill-treating dogs anywhere will be required to leave, without refund.

Use of cruel training techniques and equipment such as leash jerking, choke chains, spray collars, 'training discs' and 'pet corrector' sprays are banned.

ClickStart Dog Training will not guarantee any success while or after any event/service.

Health of the dogs

Only healthy dogs are allowed to participate in any event/service that ClickStart Dog Training is offering. The participant ensures that the dog is free of parasites, disease and fully immune to the diseases commonly vaccinated against. If a bitch comes or is in season, the event/service organiser has to be informed. If a dog falls ill shortly before or during the event/service, ClickStart Dog Training and/or the trainer/organiser is to be informed immediately to discuss further action and prevent a possible disease from spreading. The participant takes full responsibility for their dog's health.

Liability

The participation in any courses/services offered by ClickStart Dog Training is on your own risk which means the insurance lies with the participant/s themselves. The participant is fully liable for any damages/harm done by either themselves, their dogs or the people that came with them. ClickStart Dog Training and the organiser/s and trainer/s do not take ANY responsibility for ANY damage/harm done to a person/s or a thing/s (e.g. buildings, cars, dogs, personal belongings etc.). The participant takes the full responsibility for his/her dog/s, even if acting upon instruction of a trainer/s or organiser/s.

You are fully responsible for your own and your dog's actions. ClickStart Dog Training cannot be asked to take over any costs for damage or harm done to you or your dog/s.

ClickStart Dog Training does not take any responsibility in case of injury or death of your dog/s.

ClickStart Dog Training takes all reasonable precautions within the structure of our seminars/training sessions/workshops/courses and on our premises to avoid injury resulting from dog bites. However, ClickStart Dog Training accepts no responsibility for damage or injury resulting from dog bites occurring to clients or their dogs while attending training sessions/seminars/courses/workshops. The Control of Dogs Act 1986 section 21 - "Liability of owner for damage by Dog" applies within our classes and on our premises (rented from a third party or owned).

All instances of accident or injury must be reported to the dog trainer at the time they occurred.

Photo Release

By agreeing to the Terms and Conditions, you give ClickStart Dog Training permission to publish in print, electronic, or video format the likeness or image of you and/or your dog. You release all claims against ClickStart Dog Training with respect to privacy rights, publicity rights, copyright ownership and publication, including any claim for compensation related to use of the materials. If you do not wish for yourself or your dog to be included in photos or videos please inform your trainer.