



THE UNDERDOGS  
TRAINING

# Terms & Conditions

We know this bit can be quite boring but please take your time to read the terms and conditions, they are really important!

**Please note that payment for services implies full agreement with these Terms and Conditions.**



## **Training Methods.**

The training techniques used by 'The Underdogs Training LTD' are based on positive reinforcement. We only used kind & force free methods which means we would never advocate the use of aversive methods (for example a prong collar). Employees are fully trained and IMDT qualified. We as a business are also part of the Professional Pet Network - Having undergone a personal assessment, ensuring we meet their high standards and force/fear free philosophy, I have been invited to join their supportive community.

## **Payment, Refunds & Cancellations**

Payment is required upfront. An invoice will be sent to you via email for the agreed amount or you will have prepaid for classes via the booking system online. You must book your training sessions within the agreed timescale.

If you have paid and wish to cancel, this must be done 48 hours in advance for a full refund. If you wish to reschedule a date in the plan, this also requires 48 hours notice. If the notice is less than 48 hours re-funding or re-arranging is at the sole discretion of The Underdogs Training.

## **Your Dog's Health**

All dogs taking part in training must be fully vaccinated and up to date with any flea and worming treatment. They must not be undergoing treatment or surgery. Any health concerns must be addressed with your veterinarian. We withhold the right to pause your plan if we believe that veterinarian support is required. This is to ensure the safety of the dog and anyone who comes into contact with the dog.



## **Data Protection**

The Underdogs Training will collect information from you for registration and training purposes and be in accordance with the Data Protection Act 1998. None of this information is ever passed on to a third party.

## **First Aid (In person training only)**

All employees are trained in dog first aid. In the unlikely circumstances that your dog requires first aid our staff can carry this out if they feel it is safe to do so. If you do not wish for them to do so then please inform us when making your booking.

## **Intellectual Property**

Participants may receive information, literature and handouts as part of participating in The Underdogs Training Services. These materials have been developed by us and continue to develop (we are always learning the most recent and up to date methods). Participants do not own the materials provided to them and have no right to duplicate, copy, adapt, transmit, sell, teach or licence the materials in any way. The materials are strictly for your personal use only.

## **Disclaimer**

Owner agrees to indemnify and hold The Underdogs Training harmless from all liability for any loss, damage or injury to persons, animals or property arising from or related to owner's pet. Owner agrees that The Underdogs Training shall not be liable for loss or damage to animal for any reason unless said loss or damage was a direct result of The Underdogs Training negligence.

## **Your Commitment**

We will put in 100% to help you get the best results but we do require you to do the same. As part of your training package you will be set tasks to work on with your dog. It is a requirement that you send a weekly update including a video and/or photos to hold you accountable and help you succeed. It is also a requirement that if you don't understand something, something is not working or you forgot how to do it then you must ASK FOR HELP.

We don't bite, we promise!

