

Guidelines and Terms & Conditions for Group Puppy Classes

By making a booking, you the client acknowledge that you have read, understood and fully accept our terms and conditions as detailed below:

In the following, “We”, “Us” and “Our” refers to J Murray Dog Training. “JMDT” refers to J Murray Dog Training. “You” refers to the client.

Bookings

- When time allows before the first class, we will send you confirmation of your booking. This will confirm payment, start date, and give other information pertinent to your booking.
- It is the client’s responsibility to ensure they attend on the correct date, time and place for the classes according to the tutor’s instructions.
- Booking confirms your attendance for the full six-week course. Please make every effort to attend each week. If you are unable to attend, please let your tutor know as soon as possible. (Please see below for more information regarding attendance).
- We make every effort to ensure safety of both clients and puppies during the classes. **By making a booking, you are accepting that participating in an activity with puppies, children and adults poses a risk of injury to yourself and your puppy, and you agree to indemnify J Murray Dog Training for all personal injury and damage to property owned by you while attending the training classes.** You also agree to ensure any person who accompanies you to the class is aware that they are also there at their own risk and they accept the same terms.

Fees and Prices

- The full course fee must be paid in advance of joining the class. Failure to pay in a timely fashion may result in your place on the course being given to another client.
- Price advertised at time of booking applies.

Training Class Attendance

Vaccinations

- Puppies must be vaccinated in order to attend any classes, whether indoor or outdoor. This is for the safety of all attending puppies and therefore no exceptions can be made. Your vet will advise if/when it is safe for your puppy to attend. If you are unsure about vaccinations please consult your vet directly. (NB: We do not consider homeopathic nosodes an acceptable alternative to conventional vaccines for young puppies).
- If attending the Perfect Pups course for younger dogs, you may be asked to provide a record of vaccination for

your puppy on the first class of your course term for the tutor to verify – please ensure you arrive 5-10 minutes early to allow for these checks to be made.

Puppy Requirements

- Please consider the age brackets given for each class as finite – if we find that your puppy does not meet these age requirements, we reserve the right to cancel your booking, in which case a full refund will be issued.
- In the event that you have 2 puppies attending the same course (e.g. littermates), each puppy will be considered a separate student and as such:
 - two separate bookings and separate payments must be made to secure a place on the course for each puppy
 - each puppy must have its own individual handler - one person cannot handle two puppies during the class
 - vaccination documents will be required for each puppy
- Occasionally, we may find that a class environment does not suit a puppy or owner. Full discussion concerning the best way to proceed will be undertaken and this may result in us making alternative arrangements to assist you and/or refunding your payment as appropriate.
- Although we make every effort to allow your puppy to play with other suitable puppies in the class for short periods, we cannot guarantee the right mix of puppies on every course for this to be done safely. Consequently, please be aware that puppy play may not occur in all classes.

Missed Classes, Cancellations and Refunds

- Courses consist of 6 weekly classes, rather than a programme of random attendance. For optimum results, we hope that you will attend all the classes and complete the course.
- Because we operate our classes using a very low tutor:puppy ratio, **refunds may not be given for any cancellations unless the place can be filled by another client or unless at least 7 DAYS NOTICE is given.** There are no exceptions. We may be able to transfer or defer your place to another course, but this is at the discretion of the JMDT tutor and dependent on the age of your puppy at the start of the next available course. Failure to notify us of a cancellation within this time frame will result in no refund.
- Regrettably, missed classes cannot usually be taken by joining another group run by the tutor at the appropriate time as there may not be spare places and

it is disruptive to the other group to have an unfamiliar puppy join part-way through the course.

- **We regret that refunds cannot be issued for classes that are missed as a result of client's circumstances.**
- In the event that a class is cancelled due to the fault of the instructor (for reasons of illness, for example), your instructor will contact you as soon as possible to advise this and advise a new class date. Usually, classes will simply roll on and the missed class will be resumed at the regular time the following week, but your instructor will confirm this by phone/email.
- Please note that outdoor classes are of course subject to weather conditions and as such may be cancelled at very short notice in the event of poor weather. In such cases, your instructor will be in touch as soon as possible and the class will be postponed until the regular time the following week. Again, your instructor will confirm this by phone/email however.
- **There will be no refund for cancellations due to lack of vaccination or no vaccination card, unless we are notified 14 days in advance of the course commencing.** It is your responsibility to have your puppy fully vaccinated and health warranted prior to commencing your course.
- All other cancellation and refund requests are at the discretion of JMDT and dependent on individual circumstances.

Children attending classes

- Although children are more than welcome at our Puppy Classes, **they must be under the supervision of a responsible adult at all times who shall be responsible for their actions while attending the class.** Tutors reserve the right to ask children deemed to be having an adverse affect on the progress and learning of the class not to attend future classes.
- **The person handling the dog during class** (i.e. the person assuming control of the dog and performing class exercises with them) **must be no younger than 10 years old.** Exceptions to this rule may be made only at the discretion of your class tutor.
- **Children under 6 years of age may attend only at the discretion of the tutor.**

Training Class Premises Rules

Rules will vary according to your class venue, but the following general rules apply to all JMDT classes:

Puppy Handling and Etiquette During Class

- All puppies must remain on lead at all times during classes and kept away from contact with other puppies within the premises unless instructed by the tutor.

Accident and Injury

- All instances of accident or injury must be reported to

the tutor at the time they occurred.

Equipment and Training Tools

- Puppies must wear a collar and/or well-fitted harness bearing the owner's contact details at all times during classes.
- The use of Flexi leads and slip leads are strongly discouraged in classes as they can impede the dog's ability to perform some of the class exercises. Standard leads with clip attachment are preferable.
- **Head collars (e.g. 'Haltis') are not permitted** in classes as they can restrict the dog's movement during some training exercises.
- **Muzzles are also not permitted** during classes – if your dog is required to wear a muzzle, we would advise they are unlikely to be suitable for the course and may advise alternative behaviour and training programmes.
- **The following items are NOT PERMITTED** in classes under any circumstances: choker chains and/or check chains of any description; electronic training collars including citronella; any other device that causes discomfort, pain or fear to the puppy; prong or pinch collars; any equipment that the trainer deems unacceptable.
- **The use of physical force and punishment-based training techniques are not permitted in JMDT classes.**

Digital Materials, Video Footage and Recordings

- All JMDT online videos and images are the intellectual property of JMDT and may not be recorded or reproduced in any way without the express permission of JMDT. 'Sharing' via social media platforms is permissible provided it references JMDT as owner and source.
- The filming or photographing of class tutors, other attendees, their families or their puppies by client parties is prohibited unless permission is given by your class tutor and verbal consent is provided by other class participants at the time of recording, in which case JMDT takes no responsibility or part in disagreements between clients regarding use of this material.
- In sending any digital materials i.e. photographic images and/or videos owned by you to your JMDT tutor, you give permission for JMDT to use these materials for teaching and marketing purposes.
- You consent to JMDT taking photos or recordings of/ during your class in which you, your dog and any other attending parties may or may not feature and give JMDT permission to use these materials for teaching and marketing purposes.