



HEREBOY!
DOG TRAINING

**Positive, science based
and force-free**

Terms and Conditions

Please ensure that you have read and understood these Terms and Conditions before making a booking with Here Boy! Dog Training. By booking a consultation with Here Boy! Dog Training you are deemed to have read and accepted them. We reserve the right to amend our Terms and Conditions at any time and will notify clients via e-mail in the event of this. Any changes will be effective immediately and it is the responsibility of our clients to read these.

Data Protection

The information collected on your booking form and by our website, will only be used as contact information and a record of you and your dog. We may use this information in the future to contact you with regards to bookings and training information. Your information will not be passed onto any third parties.

We may occasionally send out offers and promotional material via e-mail, notifying you to any future opportunities for you and your dog. If you do not wish to receive promotional e-mails from us, please opt out by e-mailing r.baysdogs@outlook.com.

Cancellation Policy

Cancellations must be made in writing via, text message or e-mail. Cancellations will be subject to the following fees:

- Any cancellations made 7 or less days prior to the agreed upon consultation date, will incur a £20 cancellation fee.
- Cancellations made before this 7 days' period will be free of charge.
- Cancellations made under 24 hours prior to the agreed upon consultation time will be charged at the full rate of the booked session.

We will always endeavour to re-arrange consultations if possible, but please be aware that if you cancel a consultation that is booked in at the last minute, it is likely there will be a short wait for another available date.

Payment

Payments can be made by either BACS or cash.

- Cash payments must be made in full on the day of the consultation.
- BACS payments must be paid in full at latest on the day of the consultation.

Safety

Animal aggression can cause injury, including fatal injury to other animals and people. Treatment of aggression is not guaranteed to be successful and modifying the behaviour does not assure that aggression will be successfully controlled. It is the responsibility of the owner to ensure that their dog does not cause harm in the future. Precautions that can be taken to ensure a dog is safe may include but are not limited to: keeping a dog on lead, teaching a dog to wear a muzzle when in public, asking for space and alerting other people that a dog may have aggressive tendencies, keeping a dog shut behind fences and doors when necessary and not allowing a dog to mix with certain dogs or people.



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Owners are responsible for their dogs at all times. It is highly recommended that they have adequate pet or home insurance that provides cover for liability, in the unlikely event the dog causes injury to another animal, property or third party.

Here Boy! Dog Training can refuse to work with a dog, if we believe that the dog poses substantial risk to our safety based on the information provided. In the event of this happening we will assist with sourcing alternative training options for the dog. In the event that the dog has displayed aggression towards us upon meeting, aggression that we believe is a safety risk, we can refuse to continue training. In this instance you will receive a refund for your booking minus a £10 administration fee and any mileage fees that have been charged.

Implementation of Training

Here Boy! Dog Training will aim to create a training plan that is tailored to both you and your dog, guiding you through with e-mail and phone support following a consultation. Post consultation it is the owner's responsibility to ensure that advised training is implemented and adhered to, following the guidelines set out by the trainer.

Pregnant Bitches and Bitches in Season

Here Boy! Dog Training can refuse to work with a pregnant bitch or a bitch in season if we feel it is detrimental to the health of the dog or her unborn puppies.

Children at Consultations

Children may be present for a consultation. Parents are responsible for their children during a consultation. Children are expected to conduct themselves in a calm manner and keep noise levels to a minimum. Children may not handle dogs during a consultation, all handlers must be aged 18 years or over.

Mileage Fees

Here Boy! Dog Training operates out of Staines-Upon-Thames and covers a 20mile radius from this location outside of the London area. Consultations within this 20miles are priced as listed on our website. Any consultations that exceed 20miles will incur a mileage fee of £0.40p per extra mile, which will be added onto the consultation fee.

Our Methods

As a member of reputable organisations including the *Institute of Modern Dog Trainers* and in accordance with membership Code of Practice, we practise positive, force free, effective techniques avoiding the need to use physical correction of any type. Any owners who wish to use physical correction or aversive training tools which may include but is not limited to items such as: prong collars, choke chains, spray bottles and pet correctors; will be asked to seek training advice from alternative sources.

Media

We may wish to photograph or film your dog to document training progress and use for marketing material. These images may appear on our website and or social media pages. We will always ask for your permission before uploading any content that may contain images or footage of your dog. If you do not wish for your dog to be photographed or filmed, please do let us know by e-mailing r.baysdogs@outlook.com.