



**Dog Wiggles Sitters**  
4 Holsey Lane,  
Bletchley,  
Milton Keynes.  
MK2 3FH  
01908 370764 / 07444549081  
dogwigglessitters@gmail.com

## **Dog and Puppy Training, Dog Daycare, Boarding, Walking, & Home-visit Terms and Conditions**

### **Terms and Conditions**

Terms of Business for Services Effective 1st Jan 2017

1. The Client is solely responsible for any and all harm or damage caused by their dog while it is under the care of Dog Wiggles Sitters, or is using any other services provided by Dog Wiggles Sitters, and agrees to indemnify Dog Wiggles Sitters in full against any liability arising from such harm or damage to third parties.
2. The Client agrees that, in admitting their dog, Dog Wiggles Sitters has relied on the Client's representation that their dog is in good health and has not harmed or shown aggression or threatening behaviour toward any person or any other dog.
3. All dogs will be subject to an initial assessment by Dog Wiggles Sitters prior to using Dog Wiggles Sitters. Dog Wiggles Sitters reserves the right to refuse admission to any dog deemed in their absolute discretion to be, or have the potential to be, dangerous or disruptive.
4. The Client agrees to notify Dog Wiggles Sitters immediately of any unwelcome, aggressive, proactive, or dangerous behaviour of their dog that has potential to cause harm to any other dog or individual.
5. Dog Wiggles Sitters offer services where dogs co-mingle in groups and the Client accepts that during the course of normal dog play their dog may sustain injuries. All dog play is carefully monitored to avoid injury, but scratches, punctures, torn ligaments, or other injuries may occur despite the best supervision.
6. Dog Wiggles Sitters will only let dogs off the lead once an 'off the lead consent form' has been signed, and will remain at the discretion of Dog Wiggles Sitters.
7. The Client is responsible for the full cost of treatment of any injuries or illness that their dog receives while under the care of Dog Wiggles Sitters, together with any associated costs e.g. call-out charges. The Client authorises the staff of Dog Wiggles Sitters to seek such veterinary advice and/or treatment as they deem necessary; where possible this will be carried out by the Client's usual/preferred Vet, but this cannot be guaranteed (e.g. in an emergency) and the Client accepts that the staff of Dog Wiggles Sitters may at their discretion use any registered Vet. The Client agrees to pay all such costs immediately upon pick-up of their dog, or by agreement with the proprietor.
8. Dog Wiggles Sitters reserves the right to refuse admission if the Client fails to provide adequate proof of vaccinations (including Bordetella), or the vaccinations are found to be expired or otherwise incomplete.
9. Bitches may not attend Dog Wiggles Sitters while in season or pregnant. Dog Wiggles Sitters reserves the right to refuse admission if these criteria are not met.

10. The Client accepts that even though their dog is vaccinated against Bordetella (Kennel Cough) there is a chance that their dog can still contract Kennel Cough. The Client agrees that they will not hold Dog Wiggles Sitters responsible if their dog contracts Kennel Cough while attending.
11. The Client agrees to take any necessary measures or precautions to ensure that their dog is continuously free of contagious, infectious, or otherwise communicable diseases. The Client further agrees to notify Dog Wiggles Sitters immediately of any infectious and/or contagious disease or conditions their dog has been exposed to or is affected by. Such diseases and conditions include, but are not limited to: Distemper, Hepatitis, Kennel Cough (Bordetella), Parvovirus, Corona virus, worms, Lyme disease, Fleas, Pregnancy, Infectious Skin Diseases and Intestinal Parasites. Dog Wiggles Sitters reserves the right to refuse admission until satisfied that the condition is resolved.
12. The Client consents to their dog being photographed, videotaped, and/or used in any media or advertising by Dog Wiggles Sitters without prior approval. All such media remain the property of Dog Wiggles Sitters.
13. The Client agrees that Dog Wiggles Sitters is not responsible for any lost, stolen, or damaged leads, collars, tags, clothing or any other item left with their dog.
14. The Client agrees to ensure their dog has not eaten in the hour before pick up by Dog Wiggles Sitters to ensure sufficient time to digest food before any exercise or play. Failure to do so may result in the potentially life-threatening condition Bloat (Gastric Torsion).
15. The Client agrees to provide keys/arrange access to the dog for the agreed appointment; failure to do so will result in a cancellation for that day's service and will be paid in full by the client.
16. The Client agrees that, by signing the key holder waiver form this will indemnify Dog Wiggles Sitters in full against any liability arising from loss or damage to the property or its contents, in present and future circumstances.
17. No variation of these Terms and Conditions will have effect unless confirmed by Dog Wiggles Sitters in writing.
18. Submission of a Booking Form will confirm the owner/s acceptance of the Terms and Conditions and their desire to progress with a Booking.
19. Bookings are not confirmed until the full payment has been paid, which is due at the time of submitting the Booking Form.
20. A 'Meet & Greet' consultation is required, prior to reservations, FOR ALL NEW CLIENTS.
21. Christmas Eve, Christmas Day, Boxing Day, Easter Day and New Years Eve, New Years Day and Bank Holidays are charged at normal rate + 50%.
22. All bookings must be made at least 24 hours before arrival date in order to have a meet and greet.
23. Cancellations. Once a booking is confirmed, we will be unable to offer that period to other enquiries, therefore any cancellation made will incur the full cost of the pet services booked.



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

#### **25. Training and Handling Methods**

The training techniques used by Dog Wiggles Sitters Dog Training are based on the principles of positive reinforcement and, as such, are kind, fair and reward-based. Harsh handling of dogs, physical force and the use of punitive methods/ punishment/ corrections or equipment designed to be aversive (including choke chains, check chains, prong collars, spray collars, e-collars or any other device deemed unacceptable by the trainer) are not permitted in training sessions and should not be used in training your dog.

#### **26. Payment, Refunds and Cancellations**

One to One sessions and group classes must be paid for in full for the time date of training that you choose. Please note all cancellations of training services are non-refundable once booking is made and dates cannot be swapped or exchanged.

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 particular session.

#### **27. Group Classes, sessions and training**

Group Classes are sold in blocks of credit sessions or individually and are to be paid in full before any booking or space is confirmed. No space on training is confirmed until payment is received and all the booking forms are signed and online portal information provided along with vaccine card proof.

On booking sessions they must be used within a certain timeframe and cannot be swapped for an alternative date once invoiced and paid. If you purchase individual credits they are used on the session date you have requested and booked. For block sessions of e.g. x4 or x6 bulk credits bought they must be used within a certain timeframe to ensure your doggie gets the regular training for a better success for you and your doggie. If you book 4 credits and pick your 4 dates of sessions these have to be selected and booked for a 2 month period from the first one you are attending. For 6 credits you have 3 months from the first session to select and choose the sessions you will be going on.

Numbers are limited per class and refunds will not be given for non-attendance or cancellations.

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 particular session.

#### **28. Safety**



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Dogs & Puppies must be kept on leads at all times, unless told otherwise.

Any instances of accident or injury must be reported to the trainer at the time they occurred. All dogs must be kept safe and it is the responsibility of the owner to ensure the safety of others (other animals and people) with regard to your dog's behaviour at all times.

Flexi leads (extending leads) are not permitted in training sessions in order to avoid injury.

For home visits, please arrange for your dog to be in another safe room (without access to the front door) when your trainer first arrives – we are happy to wait while you do this. We will advise you as to when (and how) it would be most appropriate to bring the dog into the room to be introduced to us. If you feel that this arrangement is not suitable for your dog for any reason, please just get in touch and we can discuss the best option for you and your dog.

## 29. Your Responsibilities

You, as the dog owner, hereby acknowledge that you have voluntarily applied to participate and/or enrol your dog in dog training activities with Dog Wiggles Sitters Dog Training, or any other trainer representing Dog Wiggles Sitters Dog Training. You are aware that there are inherent risks and hazards involved in activities with and around dogs, and you voluntarily participate in these activities with knowledge of potential dangers. You are aware that any dog, regardless of training, handling, or environmental circumstance, is capable of biting and you expressly acknowledge the risks therein.

In order to participate in dog training classes or other activities, you, being fully informed of such risks and hazards, agree to assume all risks of such occurrences. You hereby agree to waive any and all claims or actions that you or your guardians or representatives may have, from any and all personal injury to yourself, your dog(s), other persons in your charge, or harm to property or person or death caused directly or indirectly, through action or inaction of self or others, by acts that might occur in dog training classes, any other format of training activities or dog training without trainer present or engaged.

You agree to indemnify Dog Wiggles Sitters Dog Training and its employees and affiliates from any and all claims by yourself, member of family, or any agent while within training facilities, within my/your home property, or in the general public as a result of any action or inaction, of either my/your dog(s) or any another.

You also agree to assume sole responsibility for injury or damage caused by yourself, children and people in your charge, or by the dog(s) you own or handle and further agree to indemnify, defend and hold the instructors, trainers, assistants and property harmless from any damage, loss, liability or expense, including legal cost and attorney's fees, which result from damage caused by yourself, children and people in your charge, or by the dog(s) you own or handle.

Handlers and/or owners remain responsible for their dogs at all times and are advised to ensure they have adequate pet or household insurance cover for liability in the unlikely event of damage or injury caused by their dog to property or to a third party



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### **30. Parking**

If we are visiting your home, please make a parking place available if possible. If not, and there is on-street parking which requires a visitor permit, please have a visitor permit ready for our use when we arrive. If parking at your home (or other venue at which we have arranged to meet) requires payment, please could you kindly make arrangements for this.

### **31. Children**

Children are very welcome to attend training sessions, with appropriate adult supervision. We accept no responsibility for children at training sessions and it is the responsibility of the supervising adult to ensure the children's safety at all times. Young people under 16 must be accompanied by an adult.

### **32. Health and Vaccination**

All dogs and puppies should be fully vaccinated before attending classes as well as being appropriately treated for internal and external parasites. Dog Wiggles Dog Training advises that owners should consult their veterinary professional with regard to such issues. There can be no guarantee that there is absolutely no risk of disease at any venue or when in contact with any other dogs or materials, such as toys, which may have been in contact with other dogs.

It is the owner/ handler's responsibility to ensure that their dog is appropriately protected against the risk of disease: Dog Wiggles Dog Training accepts no responsibility for the potential or actual exposure of dogs to disease.

By agreeing to these Terms and Conditions, you are accepting full responsibility for the protection of your dog from the risk of disease.

Please advise us in advance of the session if your dog has been in contact with another dog infected by a contagious disease or if they appear to be unwell (e.g. vomiting, diarrhoea, coughing, runny nose etc). Depending on the issue, it may be advisable for the session to be cancelled or re-arranged (see Refunds and Cancellations).

If your dog has any known allergies or intolerances to certain foods or has any other special needs, it is your responsibility to bring this to the attention of the trainer prior to the start of the session, and provide appropriate alternative treats etc.

### **33. Marketing/ Privacy**

Photographs or videos may occasionally be taken during training sessions. Such photos may be used by Dog Wiggles Sitters Dog Training for the purposes of marketing and training.



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If you do not wish for photographs of you and/ or your dog to be used or shared, please let us know. Any verbal or written feedback (e.g. by email or on feedback forms) may be used for marketing purposes (for example, posted on the website). Only the first name of the person will be used as identification. If you are not happy for us to use your feedback in this way, please let us know.

Photography and videography of sessions or parts of sessions is NOT permitted, without the express permission of Dog Wiggles Sitters Training.

### **34. Disclaimer**

We make every effort to ensure the safety of both clients and dogs during One to One sessions and Group classes. However, by making a booking with us, you are accepting that participating in an activity with dogs, children and adults poses a risk of injury to yourself and your dog, and you agree to indemnify Dog Wiggles Sitters Training for all personal injury and damage to property while attending training sessions. You agree to assume full responsibility for any risks, injuries or damages, known or unknown, which might occur as a result of your dog attending such sessions. 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 its behaviour) remains entirely your responsibility at all times, whether or not in the presence of the trainer.