

W W W . H E L S H O U N D S . C O . U K

Hel’s Hounds

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**Terms and conditions for one to one training**

1. You must Disclose any aggression or aggressive tendencies of your dog/s
2. Hel’s Hounds has a zero tolerance policy regarding aggression, abuse or intimidation of instructors or other staff, any pet guardians who behave in this way will have their working contract terminated and be reported to the police if relevant
3. It is your responsibility to ensure that you have a secure area to train if training is undertaken at your home
4. You must be able to handle your dog or inform me if we are not at your home
5. All pets in your home should be adequately vaccinated, flea, tick and worm treated. Hel’s Hounds will take no responsibility for any inadvertent transmission of disease/ parasite/ illness during training.
6. Hel’s Hounds will take no responsibility for the behaviour of any dog, dogs are the responsibility of the owner at all times.
7. Hel’s Hounds make no assurances to the progression of any dog and no refunds will be given for dogs who fail to make the expected progress.
8. Hel’s Hounds reserve the right to terminate working contracts with any client at any time, for any reason. No refunds will be given or further charges will be issued.
9. Session costs are expected to be paid at the commencement of the first session at the latest, payment is accepted by bank transfer or cash. Extra charges are payable if payment is not received.
10. You understand that training can be physically difficult and potentially dangerous, Hel’s Hounds endeavours to issue clear, safe instruction but accepts no liability for any injury sustained by animal or human in training sessions.
11. Hel’s hounds is a fear free, force free trainer, however we accept no liability for any psychological distress or damage caused or perceived to be caused by the training process.
12. It is the owners responsibility to ensure that the dog meets all legal requirements set out for them at all times e.g. muzzle; collar with ID tag; microchip.



**Terms and conditions for training classes**

1. You must be able to handle your own dog
2. You must disclose any aggression/ aggressive behaviour in your dog
3. Hel’s Hounds has a zero tolerance policy regarding aggression, abuse or intimidation of instructors or other staff, any pet guardians who behave in this way will have their working contract terminated and be reported to the police if relevant
4. Only sensible young people may attend sessions after agreement from instructors
5. Maximum of 2 adults per dog unless otherwise stated Hel’s Hounds has a zero tolerance policy regarding aggression, abuse or intimidation of instructors or other staff, any pet guardians who behave in this way will have their working contract terminated and be reported to the police if relevant
6. All dogs in class must be adequately vaccinated, flea, tick and worm treated, and otherwise healthy enough for the class. Hel’s hounds takes no responsibility for the transmission of disease/ illness or parasites during classes. This includes bitches in heat not attending classes.
7. Hel’s Hounds will take no responsibility for any dogs behaviour, all dogs are the responsibility of the responsible adult.
8. Hel’s Hounds reserves the right to ask disruptive owners/ handlers or dogs to leave the class and terminate the reserved place with no refund for any reason.
9. Hel’s Hounds makes no assurances to the progress of the dog through the course. No refunds will be given if dogs fail to make the expected progress.
10. Course costs are expected to be paid in full by the beginning of the first session at the latest. Payment is accepted by bank transfer or cash. Extra charges are payable if payment is not received, your dog’s place on the course may also be at risk.
11. You understand that training can be physically difficult and potentially dangerous, Hel’s Hounds endeavours to issue clear, safe instruction but accepts no liability for any injury sustained by animal or human in training sessions.
12. Hel’s hounds is a fear free, force free trainer, however we accept no liability for any psychological distress or damage caused or perceived to be caused by the training process.
13. It is the owners responsibility to ensure that the dog meets all legal requirements set out for them at all times e.g. muzzle; collar with ID tag; microchip.