



Terms and Conditions

Please read the following terms and conditions and be assured that all advice provided is based on positive, reward-based training to the best of my knowledge.

Interpretation

- “Dog Matters” means Claire Lush and anyone working under this name at her request.
- “dog guardian” or “client” means the person(s) who has requested the services of “Dog Matters”.

Conditions Applicable

These specific conditions shall apply to the contract between Dog Matters and the dog guardian.

Charges and Payment

- Charges to the client will be an amount decided on by Dog Matters and agreed to verbally or in writing by the client.
- Prices shown on the advertisements are subject to change at Dog Matters’ discretion.
- Any damage to Dog Matters’ equipment by the dog guardian’s dog(s) must be refunded in full.
- Any added charges will be discussed and agreed to prior to the service being provided by Dog Matters.
- Payment must be given in advance of the initial consultation or first lesson of a training course and will only be refunded in accordance with the 14-day cooling off period.
- Cancellation notice must be provided no later than 24 hours prior to the service being provided by Dog Matters, or the full cost of the consultation or training class will be required. Any ill health or emergencies will be taken into consideration, at Dog Matters’ discretion.
- All cancellations will incur an admin charge to cover the cost of the booking system fees.
- All services are subject to change at Dog Matters’ discretion. Online services are provided as an alternative to in person classes: in accordance with government guidelines; or to ensure the safety and wellbeing of your dog(s); or if Dog Matters are unable to provide the service in person.



Severance

- Dog Matters has the right to terminate an agreement with the client if he/she is breaking the terms and conditions or Dog Matters feels that they cannot provide a suitable service for the clients' needs.

Dog guardian / Client Undertaking

The client agrees to act in accordance with the terms and conditions set by Dog Matters:

- All dogs must be insured with the minimum cover, public liability insurance.
- All dogs must be up to date with relevant* vaccinations or have proof of Titre testing.
- The client's dog has not been exposed to Rabies or Distemper within the 30-day period prior to the agreement of these terms and conditions.
- Any dog in season at the time of the consultation or group session must be kept at home and Dog Matters notified ahead of the booking to be able to make alternative arrangements.
- The client's dog is not knowingly harbouring a disease, infection or parasite that can be passed to other dogs or people.
- The client has filled in the client information form accurately to the best of their knowledge.
- The client follows all safety advice set out by Dog Matters and acts according to their legal responsibilities: <https://www.gov.uk/control-dog-public>
- Dog Matters has the right to take advice from a veterinary surgeon of its choice with regards to the treatment of a client's dog.
- The client will refund Dog Matters and its servants and agents against all costs, claims and damages arising (directly or indirectly) from any act of the client's dog whilst in Dog Matters' care.

Dog Matters' Undertaking

- Dog Matters endeavours to provide accurate and suitable advice relevant to the client and dogs needs at the time of consultation.
- Dog Matters is insured with Cliverton (policy number: LUCX05DT01) under the terms of their insurance policy.
- Dog Matters will not accept any liability for loss, injury, or death to the client's animal unless such loss, injury or death is recoverable under the terms of the insurance policy.

(*Vaccinations: must be fully vaccinated at the recommendation of a veterinarian or regularly Titre tested prior to group classes or workshops)

