



Terms and Conditions

Please read the following terms and conditions and be assured that all advice provided is based on positive, reward-based training and the LIMA model (least invasive, minimally aversive) to the best of my knowledge.

Interpretation

- “Dog Matters” means Claire Lush and anyone working under this name at her request.
- “owner” 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 Owner.

Charges and Payment

- Charges to the owner will be an amount decided on by Dog Matters and agreed to verbally or in writing by the owner.
- Prices shown on the advertisements are subject to change at Dog Matters’ discretion.
- Any damage to Dog Matters’ equipment by the owners’ 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 within 24 hours of the initial consultation or in advance of the 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 a cancellation fee of £25 will be required. Any ill health or emergencies will be taken into consideration, at Dog Matters’ discretion.
- 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 owner if he/she is breaking the terms and conditions or Dog Matters feels that they cannot provide a suitable service for the clients’ needs.



Owners Undertaking

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

- All dogs must be up to date with relevant* vaccinations or have proof of Titre testing.
- The owner's dog has not been exposed to Rabies or Distemper within the 30-day period prior to the agreement of these terms and conditions.
- The owner's dog is not knowingly harbouring a disease, infection or parasite that can be passed to other dogs or people.
- The owner has filled in the client information form accurately to the best of his/her knowledge.
- Dog Matters has the right to take advice from a veterinary surgeon of its choice with regards to the treatment of an owners' dog.
- The owner will refund Dog Matters and its servants and agents against all costs, claims and damages arising (directly or indirectly) from any act of the owner'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 owner's animal unless such loss, injury or death is recoverable under the terms of the insurance policy.

(*Vaccinations: must be fully vaccinated or regularly Titre tested prior to group classes or workshops)

