



Terms and Conditions

CONTRACT

By agreeing to these Terms and Conditions and booking a service with Pawsome Adventures Training Academy (formerly known as Pawsome Adventures), either via verbal arrangement or paying any amount of the total due for that service, you are entering into an agreement with Pawsome Adventures Training Academy which relates to all services provided.

BOOKINGS & PAYMENT

1. Dog Walking Adventures

A free meet and greet at your home must be conducted and all relevant forms completed in full before these services can begin. All block bookings must be paid in full at the time of booking and individual walks will be invoiced every Friday, with payment due within 48 hours of receipt of the invoice.

2. Behaviour Consultations, 121 Training Sessions and 121 Packages

Due to the potential needs of your dog and to allow us to help you and your dog as much as possible, we provide a free Discovery Call before completion of your booking to ensure the service you are booking is the right fit for you and your dog's needs. If we think a different service of ours will be more appropriate, we will advise you of this during the call.

Following your Discovery Call you can complete your booking, following which you will receive an invoice with payment due in full within 48 hours of receipt, unless otherwise agreed with Pawsome Adventures Training Academy. It is important to note that full payment of services booked is needed before the first behaviour consultation or 121 session can commence.

Once your booking is complete you will be sent a Behaviour Questionnaire to complete- this is a comprehensive form which will allow us to provide the absolute best service to you and your dog and therefore give you the best chance of achieving the results you wish to see.

3. Pawsome Puppy and Rising Su-paw Stars Club Memberships

Our club memberships require monthly payments to be set up in advance, with the first payment to be taken on the first day of each month, starting with the first day of the first month in which you are attending your chosen club. If you become a member of our Pawsome Puppy Club, when your dog reaches five months of age your membership will automatically be updated to Rising Su-paw Stars Club unless you cancel your membership with the required notice.

4. Workshops

All workshops must be paid upfront and in full at the time of booking, which must also be at least 7 days before the start date of the workshop. Once you have completed and returned the registration form you will receive an invoice with payment expected within 48 hours of receipt, unless otherwise agreed with Pawsome Adventures Training Academy.

5. Prices and payment

- a) The price of the service will be the price detailed on our website and registration/booking form at the time of booking. We take all reasonable care to ensure these prices are correct and up to date. We will notify you via email of any price increases, giving you 14 days' notice. You have the right to cancel the service within 7 days of this notice if you wish to do so.
- b) Any offers or vouchers cannot be used on any of our packages or in conjunction with any other offer. Please ask us about our current offers and packages.
- c) We currently accept BACS as a payment method, the details for which will be within your invoice.
- d) If you are unable to pay an invoice within 48 hours of receiving it, or you would like to dispute an invoice, please contact us immediately via phone, email or WhatsApp. We will not immediately terminate your contract, however we may pause any further scheduled bookings until any issues or disputes are resolved. If payment is repeatedly received late (i.e. more than one occasion of payment being made 7 days or more after receiving your invoice) then we reserve the right to terminate your contract immediately.
- e) Monthly Club membership payments need to be set up before you can attend your chosen club. Payment is due on the first day of every month, starting with the month in which you will begin attending your club. Missed payments will result in immediate cancellation of your club membership so please do talk to us if you are experiencing any issues- we're here to help!

OUR SERVICES

1. Pawsome Adventures Training Academy is fully insured and trained to provide the services offered on our social media pages and website. The founder of Pawsome Adventures Training Academy, Lou, is trained as a certified Pro Dog Trainer by the company Absolute Dogs and also hosts a number of other skills and qualifications including Canine First Aid training (please ask for more information). The style of training provided by Pawsome Adventures Training Academy is based on the most up to date scientific research. We use rewards based teaching which is more accurately described as coaching, with the underlying focus being that of using fun games that are targeted at growing a dog's specific skills and concepts, ultimately reshaping their brains. We are able to achieve real life results because we train 'for' the situation rather than 'in' the situation. We truly believe that every dog can be helped and our promise to you is that we will work together with you and your dog as a team, no matter your dog's struggle, age, breed or background. The only thing that we do ask is that you leave any aversive tools, strategies or methods behind when you begin working with us. We do not condone the use of any aversive or punishment based tools, methods or strategies- we do not judge anyone for having used these, we just simply ask that you leave them at the door as it were before starting your Pawsome Adventures Training Academy journey.
2. We will provide all services according to the specifications set out on our website, which may be verbally amended if appropriate and agreed between you and us depending on your dog's individual needs.

3. Pawsome Adventures Training Academy will begin to provide any booked services on the agreed start date and will continue to provide services until the contract is terminated by you or us in accordance with these Terms and Conditions.
4. We do our utmost to ensure that we provide the most Pawsome services and strive for amazing relationships with all our customers and their dogs, however we appreciate things cannot always be perfect despite our best efforts. We welcome all feedback and if you have an important issue or concern to raise please contact us within 24 hours of the appointment so we can use our best efforts to resolve the issue as efficiently and quickly as possible.
5. We like to take pictures and videos of dogs enjoying our services, both for your peace of mind as well as from time to time for advertising and training purposes. Please let us know if this is something you do not give your consent for and we will respect this. If you do agree then this media will remain the property of Pawsome Adventures Training Academy, however we will always be happy to share pictures and videos of your dog with you.
6. During every service we ensure we have fresh water and healthy treats available (if appropriate). Please let us know if you do not wish for your dog to receive reward treats.
7. Please be aware we may use our own leads and harnesses (for dog walking services and demonstration purposes) which we do regular safety checks on, however it is still important that you ensure any leads or harnesses you provide are in working order and safe to avoid any potential accident or injury. We will not be liable for any injury or accident caused by faulty or damaged equipment.
8. Details of what to bring with you when attending our clubs and workshops, as well as all relevant details you will need including venue location and what to do on arrival at the venue, will be emailed to you once you have completed your registration and payment has been received. Please ensure you read your emails carefully and any attachments. We are happy for you to contact us with any questions you may have.
9. Copyright of all training materials provided e.g. any videos, documents and training plans will remain the property of Pawsome Adventures Training Academy and as such cannot be distributed without written permission from Pawsome Adventures Training Academy.
10. Please be aware that making measurable progress towards any training goals set between you and Pawsome Adventures Training Academy will be dependent on you playing the concept games with your dog listed in your transformation plan or explained and demonstrated within the workshop/class/121 session/behavioural consultation you have attended. Concept games must be played for at least 3-5 minutes daily.

CANCELLATIONS

1. Individually booked Dog Walking Adventures
This service requires at least 48 hours cancellation notice to avoid being charged for the service in full. We will, however, take into account any unforeseen circumstances such as a family emergency or situation relating to your dog's health. If this service is cancelled without the stated required notice on what appears to be a frequent basis by us you will be expected to pay for the service(s) in full regardless of the reason for cancellation.
2. Behavioural Consultations, 121 training sessions, workshops and block bookings of dog walking adventures
These services require a minimum of 14 days' notice prior to the first session/service booked to avoid being charged 50% of the total amount due. If cancellations are made within the stated required notice period, then a full refund will be given minus a £10 admin fee. Please note however that if any of these services are cancelled with 7 or less days' notice, no refund will be given- this

applies whether you have started receiving the service or not (i.e. if you change your mind but still have more 121 sessions booked)

3. Pawsome Puppy & Rising Su-paw Stars Clubs

If you wish to cancel your club membership you must give at least one month's notice in writing (i.e. via email). Please note we do not offer refunds for any missed sessions, however we will do our best to help you catch up and we are able to do offer additional 121 sessions if you would like more help with this.

4. If for any reason Pawsome Adventures Training Academy is required to cancel a service due to circumstances beyond our control such as extreme weather, illness etc., we will endeavour to rearrange or offer alternative solutions to minimise any inconvenience or disappointment caused. This may not always be possible however. Refunds will not be able to be offered if the rearranged service time/day is unsuitable for you and as a result you are unable to attend-121 sessions for example. We will always do our best to work with you and ensure you and your dog(s) are happy however, so rest assured we will do everything we can to minimise any disruption for you and your dog(s).

HEALTH AND SAFETY

1. Please ensure that your dog is fully up to date with vaccinations (including Bordetella-Kennel Cough) as well as any flea and worm treatments. There is still a chance your dog can catch infectious diseases which they have been vaccinated against however it is still necessary to try and prevent and spreading of such illnesses. We cannot provide services to any dog who currently has an infectious disease and veterinary advice will be followed surrounding the commencement/re-commencement of services in these circumstances.
2. Please be aware that female dogs cannot take part in any services offered by Pawsome Adventures Training Academy whilst in heat or pregnant.
3. Please ensure your dog has sufficient insurance.
4. Please ensure you tell us of any changes to your dog(s), including their health and any behaviours which are unusual for them.
5. For all services offered by Pawsome Adventures Training Academy, we will always prioritise your dog's safety and wellbeing above all else. This means that during any adverse weather conditions, depending on the service booked, we may need to reschedule your appointment or provide an alternative service if appropriate.
6. Please ensure that your dog is wearing a tag with your details on (name, number and address) at all times whilst participating in our services. Dogs must also currently be microchipped by law.
7. For all services involving dog walking, we will collect your dog from your home using the security information provided in the registration form and ensuring your property is secure when we leave. All keys will be stored in a lockbox when not in use and colour coded to protect your personal information. It is expected that you will ensure we have all necessary information and the means to securely access your property for the purpose of carrying out our services. We also expect that you will ensure your property is safe and secure at all times to avoid any accident or injury to your dog while they are at home alone. We promise to transport your dog(s) safely using appropriate travel harnesses and a dog guard for travel in the boot, which ensures we are abiding by Rule 57 of the Highway Code. We will also ensure the vehicle we use is fit for purpose and as safe as reasonably possible.

8. Whilst walking your dog(s), we will only ever walk up to 4 dogs at any one time as required by Stroud District Council for the safety and wellbeing of yours and other's dog(s). We will also only walk dogs together who have been very carefully matched to avoid any negative experiences arising as much as possible and thus ensure the safety, wellbeing and enjoyment of all dogs participating. Please be aware that this means your dog may be walked alone if they show signs of not being able to cope well with other dogs such as barking, lunging and humping etc.
9. In the case of an emergency we will contact you as soon as reasonably possible, however we will always put your dog's safety first which may require taking immediate action first in order to deal with the situation.
10. Please be aware that dogs can suffer from Bloat (gastric torsion) if they undertake exercise shortly after eating a meal. The best way to avoid this is to ensure your dog doesn't eat in the hour before their appointment with us if the service is likely to involve exercise.
11. Because we know that your dog's health is vital to their learning, we will always consider this. If for whatever reason, we feel it is inappropriate for your dog to participate in any services we will advise as such and explain the reasoning behind this conclusion.
12. Please make sure you include details of any allergies, including food allergies, in your registration form so we can ensure your dog is not exposed to them during their participation in any of our services.
13. Please be aware that when attending our workshops and group training classes (Clubs), your dog must remain in your vehicle until we indicate we are ready for you. When your dog exits your vehicle, please ensure they are on a lead and remain so unless otherwise advised.
14. Please leave promptly after your workshop or group training class to ensure overcrowding when the next students arrive.
15. Please refer to the attached email guidance and information for details about attending our Clubs and workshops.

GDPR

1. Under the GDPR guidelines we are obliged to keep all customers' information confidential. We will not keep any records for longer than necessary and we will not pass on any of your details to any third parties at any point. We may wish to send you emails letting you know of special offers or exciting news but please let us know if you would not like to receive these.

DISCLAIMER AND WAIVER OF LIABILITY

I agree that I will not hold Pawsome Adventures Training Academy liable for any loss, accident, injury or damage to my dog or property, or to those of any third party, that has occurred during the period my dog has been in the care of, or participated in any services carried out by, Pawsome Adventures Training Academy. This also extends to any injury or accident caused by my dog to a third party. I agree to allow Pawsome Adventures Training Academy to seek emergency veterinary care if this is the most appropriate action to take in a situation that is in my dog's health and welfare interests. I understand that Pawsome Adventures Training Academy will always try to ensure my dog(s) can be seen by their usual veterinary surgery but that this may not always be possible or in my dog's best interests to do so. I also understand that I will be responsible for any charges related to this emergency care. I further agree that my dog's immunisations, including kennel cough, worm and flea treatments, are all up to date and that all information given is accurate to the best of my knowledge. Additionally, I understand that these Terms and Conditions apply to all dogs owned by me, including any and all new dogs I may obtain at the time of

and/or after the date of signing these terms and Conditions. I acknowledge and understand the risks involved in participating in services carried out by Pawsome Adventures Training Academy including adventure dog walking, behaviour consultations, one-to-one training sessions, training workshops and group training classes. I understand that Pawsome Adventures Training Academy will prioritise the safety and welfare of all those (both human and canine) participating in any of their services at all times and I agree to follow all guidelines relating to this. I hereby agree to these Terms and Conditions and agree for my dog(s) to participate in services carried out by Pawsome Adventures Training Academy.

Signed: _____

Date: _____