**Our Ethos:**

Pups & Pooches Dog Training in Chester, offer a thoughtful, compassionate, and effective approach to dog training that really puts both the dog and the owner at the heart of the process.  
We are dedicated to unleashing the best in your dog,  
Pups and Pooches Dog Training offers support in session and remote support between sessions, ensuring a happy and successful team.         
Join us for a professional, compassionate and understanding approach to facilitating people to train their dog

**Accessibility**

Wherever possible Pups and Pooches Dog Training aims to provides venues that are accessible to everyone. However, finances do constrain what is possible. If this excludes you, I apologise wholeheartedly and ask that you contact me to see what we can work out together.

**Inclusivity.**

Children under eighteen years of age are welcome and MUST ALWAYS be accompanied throughout the activity by an adult to comply with safeguarding requirements.

**Legal Requirements.**

Your puppy or dog is legally your responsibility (DDA 1991, Animal Welfare Act 2008). If someone else handles your dog, they assume responsibility for its care and actions during that time.

Dogs must wear a collar with a name tag that includes the owner's surname, first line of address, and postcode. A telephone number is recommended but not required.

Dogs should stay on a lead or long line unless permitted otherwise by a trainer, such as during specific events like Hoopers or Scurry Dog.

**Booking & Attendance.**

Bookings are made via ‘Bookwhen.com’. Completing registration details and online payment secures your place, and you will receive a confirmation email with event details.

Pups and Pooches Dog Training aims for your puppy/dog to enjoy engaging with you through fun games and activities that build both handling and life skills.

All training is based on positive reinforcement by identifying what your dog finds rewarding, such as favourite foods or toys.

Determining your dog's rewards is key to unlocking potential. For help, contact Jan at 07882051824.

Pups and Pooches Dog Training is committed to educating and coaching dog owners, while also prioritising the physical and emotional wellbeing of dogs. It is essential to ensure that your dog is comfortable and not experiencing discomfort or pain due to ill-fitting or aversive equipment.

**Acceptable walking / training equipment** includes well fitted harness (Y-shaped harness preferred) or flat collar attached to a single or double lead. N.B. Extendable leads are excluded from use due to the risk of the breaking/ locking mechanism failing.

There are a variety of ‘quick fix’ gadgets available to persuade your dog to walk on a loose lead, these work solely by causing discomfort and are not acceptable at any event hosted by Pups and Pooches Dog Training.

**Health requirements.**

To protect class members and their puppies/ dogs it is essential that your puppy/ dog is either vaccinated or has blood test results assessing their antibody status prior to attending the first class.

**Please forward a photo of your vaccination certificate which should clearly show your dog’s name, D.O.B. and date of vaccination / blood tests**

It is also essential that your puppy/ dog is in good health and free from fleas, worms, and infectious diseases to avoid spread to others in attendance. Should your dog become unwell during class, assessment and first aid treatment is available, but it remains your responsibility to seek veterinary advise at the earliest opportunity.

**Please come prepared to succeed.**

Puppy/dog should not be fed within 2 hours of attending to reduce the risk of bloat occurring.

A supply of high value and low value treats /toy is required to reward puppy and reinforce desired behaviours.

Please adjust/ reduce the amount of food provided in their bowl at mealtimes to reflect the number of treats used in training.

Please ensure that your puppy/ dog is rested to enable them to remain calm and focussed on you.

Please bring water in a suitable receptacle to be offered before, during and after training, it is your responsibility to provide water in an appropriate receptacle.

Dogs must be offered opportunity to toilet prior to training; it remains the owners’ responsibility to pick up and dispose of dog waste responsibly.

**Mantrailing events.**

When attending **Mantrailing** events your dog MUST be able to spend time alone in an appropriately prepared vehicle whilst they wait their turn to trail and when you take turn in being a ’trail layer’. If your dog has difficulty spending time alone, you are welcome to bring along someone to sit with your dog in the car.

Please ensure that you read additional information provided via ‘bookwhen.com’ in terms of what to bring to Mantrailing events.

**One to One Training Packages.**

Bespoke training packages delivered at your home.

The ideal package to help get puppy settled into your home.

Great for dogs with BIG emotions.

Brilliant for growing confidence in familiar surroundings.

**Discovery call**:

The discovery call is free of charge and lasts for 15 minutes.

It’s your opportunity to tell me about your dogs’ training issues and for me to talk to you about positive reinforcement, how I work and likely cost.

Time for us to figure out if we can work together successfully.

**Next steps.**

You will be asked to consult your vet about issues discussed in your discovery call if you have not already done so.

**Why?**

Over 80% of behaviour related struggles have an underlying physical problem which must be either excluded or treated ahead of commencing training or behaviour modification plans.

**Assessment Visit.**

I will visit you at your home address at a mutually convenient time.

**N.B:** Your dog must be secured in a separate room initially.

Your dog will be included in the meeting at my direction and in all instances, MUST be on lead.

If there is a bite history or history of strong emotions towards people, your dog will be required to be on a lead and wear a muzzle.

‘Pupsandpoochesdogtraining.co.uk’ provides a positive approach to supporting dog owners to grow their confidence, knowledge and ability to train their dog using fun games and exercises. Reinforcement of desired behaviours is achieved in a manner which promotes a positive emotional experience for both owner and dog. There may be occasion where the wellbeing of yourself or your dog is prioritised over the the training plan for a particular session, or the criterion for a session is achieved, therefore a session is flexible and not quantified by a definitive time span. The aim is to keep things positive for yourself and your dog and to end on a good note.

‘Pupsandpoochesdogtraining.co.uk’ cannot guarantee training outcomes as success depends on your commitment to follow and apply the training plan between sessions. Your consistent effort in positive training games will determine the results. The responsibility for successful training lies with you, the owner, to work with your dog as directed.

‘Pups and poochesdogtraining.co.uk’ has a zero tolerance of verbal or physical abuse towards people and dogs. Should the trainer feel threatened or intimidated by an owner, training packages, classes and walks will be withdrawn from you, and no refund offered.

‘Pupsandpoochesdogtraining.co.uk’ is reliant upon the information you provide regarding your dog’s physical and mental wellbeing and behaviour towards both dogs and humans in determining their suitability to access training services offered. As a responsible training provider, a confidential record of medical issues, ongoing treatment is included on the registration form.

N.B. There may be occasion when training packages cannot commence without prior veterinary review, particularly where a behaviour struggle include an underlying medical problem, in this instance the dog’s owner/keeper remains liable for any, and all costs incurred regardless of outcome.

The owner/keeper is also solely responsible should any incident occur whilst accessing ‘pupsandpoochesdogtraining.co.uk’ services due to health or behaviour issues not declared at the time of registration and agrees to indemnify pupsandpoochesdogtraining.co.uk in full against any liability arising from such harm or damage to third parties.

The owner /keeper agrees to inform pupsandpoochesdogtraining.co.uk immediately of any changes in health, in particular communicable disease, or infestation and / or unwelcome, aggressive, or dangerous behaviour that has potential to affect the health of or cause harm to any of the pupsandpoochesdogtraining.co.uk dogs or individuals. The owner/ keeper acknowledges the reliance on all service users to provide timely updates about their dog’s health and behaviour and agrees to indemnify ‘pupsandpoochesdogtraining.co.uk’ in full against any liability arising from harm or damage arising in the case of failure to disclose such information. The owner / keeper acknowledges that they are liable for the full cost of any treatment arising from changes in health or resulting from injury whilst engaged in/ participating in training sessions, Mantrailing session or classes provided by pupsandpoochesdogtraining.co.uk’

The owner/ keeper is responsible for ensuring that their dog is in good health, well rested to maximise learning opportunity, and has not been fed within 2 hours prior to the session / class to reduce the risk of intestinal issues including bloat. The owner/ keeper will also ensure that the puppy or dog has had opportunity to toilet prior to commencing training, breaks during a session will be taken to facilitate your dog taking a drink and or toileting.

In the event of your dog becoming unwell or requiring first aid or veterinary treatment whilst attending training sessions or classes of ‘pupsandpoochesdogtraining.co.uk’ the trainer is equipped with first aid knowledge and supplies and can provide appropriate first aid on site. The trainer to also able to identify when urgent / veterinary treatment is required, or veterinary follow up appointment is required and will advise accordingly. The owner/ keeper authorises ‘pupsandpoochesdogtraining.co.uk’ to act in the dog's best interests in an emergency (first aid and triage) and agrees that they (the owner/ registered keeper) are responsible for transporting their dog to the vets if required and for all costs incurred in seeking the necessary support for their dog(s).

‘pupsandpoochesdogtraining.co.uk requires owners to procure appropriate equipment and treats for use during training sessions/ classes. There may be opportunity to borrow equipment in the short term (i.e.for current session) or to purchase treats and equipment via your trainer.

Owners accessing ‘pupsandpoochesdogtraining.co.uk’ services are responsible for keeping their dogs safe, on lead or long line always unless instructed otherwise by the trainer. Of particular importance is that all participants attending Mantrailing sessions should leave their dogs in the vehicle on arriving at the venue and between their turn at trailing, this is vitally important in terms of respecting all participant dogs need for space, particularly those who are known to show reactive behaviours. Do not remove your dog from your vehicle until invited to do so by the attendant instructor or their assistant.

Owners using ‘pupsandpoochesdogtraining.co.uk’ services remain responsible for picking up and cleaning after their dog has toileted whether the venue is inside or outside. Please ensure that you bring the necessary equipment to do this. If you are attending in indoor venue, there will be access to a mop and bucket for your use.

‘pupsandpoochesdogtraining.co.uk’ supports general veterinary health recommendations that owners should discuss with their vet whether their dog should equipment be spayed or neutered at an appropriate age. In recognition of owners / keepers’ personal choice regarding their dog’s health and wellbeing un-spayed bitches can access training services. However, bitches who are in season may not attend classes or trailing events for the duration (16 to 18 days) and bitches who subsequently become pregnant may attend classes and Mantrailing until 5 weeks gestation after which time it becomes unsafe to continue this arrangement. Some bitches whilst in season may become uncomfortable for one-to-one packages to continue, it is best to take this into account when booking and plan around a season.

‘pupsandpoochesdogtraining.co.uk’ offers training walks where dogs can practice walking calmly in proximity to other dogs on leash/ long line a controlled manner. Ordering of dogs attending the walk is at the trainer’s discretion and should be maintained by all participants during the walk. If an owner/ keeper disregards instructions in place to maintain the safety of attendees and their dogs is fully responsible for the consequences in any eventuality. The owner / keeper accepts that if their dog has a bite history that it is a requirement that their dog MUST always wear a muzzle. In the event of an attendee disregarding trainer instructions based on risk assessment in terms of requirements for ordering of dogs, use of lead / long line and muzzles, they alone are responsible and liable for any physical or emotional damage caused to third parties. The owner/ keeper will also be barred from attending any / all future walks arranged by pupsandpoochesdogtraining.co.uk and may also be faced with prosecution in relation to the Dangerous Dogs Act 2018.

Payment: Fees for one-to-one training packages, classes and walks are required to be paid in full in advance of the event. Where this requirement restricts access to training services, please advise to enable discussion and agreement of alternative payment arrangements.

Please note that agreements for payment by installments will require proportionate payments to cover the cost of training being delivered during each calendar month and will therefore be paid at least 24 hours in advance of the first session/ class each month.

**Refund/Cancellation Policy**:

When booking a series of events, please ensure availability to attend all listed dates.

The owner agrees to inform ‘pupsandpoochesdogtraining.co.uk’ of any circumstances that adversely affect pre-booked services as soon as possible. If services are cancelled by the owner with less than 72 hours' notice, the owner agrees to pay the service fee in full.

In the event of illness affecting, you or your dog, a refund may be available; however, rebooking a future date may be preferrable.

If ‘pupsandpoochesdogtraining.co.uk’ is unable to fulfil a pre-booked training session, event, or training walk, no refund will be offered; however, the event will be rescheduled as soon as possible. ‘pupsandpoochesdogtraining.co.uk’ is not liable for compensation.

Weather: The trainer can cancel, postpone, or reschedule sessions and events if the weather creates unsafe conditions. Weather warnings of extreme temperatures or high winds will likely lead to cancellations, with an online alternative offered.

Due to the UK's unpredictable weather, cancellations may happen on short notice.

Local events that disrupt the learning environment for dogs and handlers may also cause rescheduling.

Social media and advertising. The owner/ keeper consents to their dog being photographed / videod during training classes/ sessions and training walks whilst engaging with pupsandpoochesdogtraining.co.uk for use on social media and advertising. Where the handler of a dog is under eighteen years of age a signed consent for the use of a photo or video is required by law from a parent / guardian.

By ticking the box relating to terms and conditions I am acknowledging that I have read and understood the terms and conditions as stated.

I am also acknowledging that pupsandpoochesdogtraining.co.uk have a right to use photographs taken whilst attending events provided by the company may be used as marketing material.

This excludes photographs of ‘minors’ (people under the age of 18) for whom written consent will be sought from their parent or guardian.