

Terms and Conditions  
  
Here you will find the terms and conditions of how my business works and what I expect from you and also what you can expect from me.  
  
The dogs safety is paramount in my eyes, as is their emotional state involved within any of the training that we do with them.  
Priorities are as follows:

* I reserve the right to alter the training should something arise that causes me concern with your dog. (You will be informed of these changes when the decision is made)
* I refuse to force any dog into a situation that they are not comfortable with.
* I do not allow the use of choke or check chains (half or full whilst the dog is in our care)   
  I will only work dogs on a flat collar or harness and a suitable lead. (No extending leads)   
  My recommendations for harnesses are as follows: Ruff-wear, Perfect Fit or the Happy Harness.

• If your dog has any allergies, then you need to inform us of this on your Application Form.

* With any extreme weather, I reserve the right to alter the outside training time. In the cases of hot, cold or monsoon like conditions, I will not force your dogs to go out in weather that they are not happy with, instead we work on inside training and brain games. but will try to ensure that they have emptied themselves before we leave.
* There is a minimum requirement for weekly sessions, this is because consistency is essential when training a dog the skills that they need and that you require from them. Irregular training sessions don’t see much in the way of results (for you) and you might as well throw your money on the fire. Consistent and regular sessions actually means that less time is needed to teach them and get your results.
* We can arrive at any time between 10am and 3pm and although I cannot allocate specific times for sessions due to the areas that we cover, if you let me know on your form whether you would prefer a morning or afternoon slot, then I will do my very best to accommodate that. Arrival times almost always vary. This is merely down to travel and working in different areas.
* You must apply to use our services by returning the Application Form listed on the Peak Paw-formers website page, I will not take any dogs on without going through the proper channels.
* Assessment stages 1-4 must be completed before being fully accepted onto our team and will be authorised by Claire herself after completion.
* The Four Stages are listed in the Peak Paw-formers Manual.
* All stages of joining our team are on a pre-paid basis only, no payment, no training session. Simple. No exceptions.
* Any cancellations that are made will be charged for and not carried over, however if cancellations are made within a 48 hour period prior to the session commencing, then they will simply be rescheduled.
* No refunds are permitted.
* Any amendments to your training session days can be made via email and are only accepted if they are sent before Sunday at 6pm, prior to the week commencing. Any changes made after this will be on a first come, first serve basis or denied if there are no spaces available.
* You will be provided with an EMERGENCY contact number for Claire when you have been accepted on to the team. This number is for emergencies only and I will not answer anything that I do not consider… yep you guessed it, an emergency.
* Email contact for everything please.
* The phone number is not to passed on to others that are not clients.
* Invoices are sent on a Friday morning/ afternoon for the following week and are to be paid before Monday morning at 9am. If you haven't received your invoice by Saturday morning, then just let me know. Technology can often cause me problems! However don’t take me for a fool, because my system does tell me when they’ve been un-delivered/delivered, opened or read.
* I am a really reasonable person, but these are my rules which I must follow in order to run a professional, quirky, unique and absolutely fantastic business that not only helps pet dog owners to build a better relationship with and get a better behaved dog, that they are proud to take out for a walk but I want like for like minded people in my club that I get along with.
* No Sensitive Sausages allowed. I have a wicked sense of humour, I am friendly, easy going and very open minded and I will be myself in every aspect of the business. My business, my rules. Therefore I have no time for adhering to other people demands on how they think I should do things. If you don’t like it, then just move along and find someone else. I am not bothered.
* The Peak Paw-formers system works on a school journey type basis, just like when you were in school! You start in Primary School (unless your a teeny tiny puppy) then you work your way up to University. Then you get a chance to graduate providing your dog meets the standard requirements.   
    
  And with any good reward based trainer, I have included owners in this too.   
  When you join our team you get rewarded also but I do expect you to work on things with your dog too, so you don’t un-do what it is that we are teaching.   
  Then further up the school ladder that you get, the more help and support that you will receive from me, plus having the opportunity to work with me directly on a monthly basis via group adventure sessions and interactions with me where you get the chance to pick my brain on anything that you are struggling with or something you would like to know.  
    
  In each package there are:  
    
  - Online Support Forums  
  - Training content to read and help you with your training  
  - Monthly newsletters with additional tips and first class advice.  
  - Weekly live tele-classes (for Secondary School attendees and up)  
    
  These aren’t compulsory to watch, read or attend, however we do all have to be on the same page with the training in order to teach and help your dog to understand what it is that we would like them to do.   
    
  So no excuses can be made okayyy :)  
    
  I am on hand more than the average pet professional, so if at any point you are struggling or do not understand something, then you can use the communication channels provided to get assistance from me, even when out of hours. Please note that I am incredibly busy, but I do get back to people as soon as I can.
* On the walks, I provide the poo bags, treats (unless any allergies) toys and any other equipment needed other than harness, collars.
* I reserve the right to terminate the training agreement at any time, the main reason for this would be if I felt that your dog was not progressing with their training (due to you not doing any of the work lol) When you join the team you take on a part of High Peak Dogs with you, so I can’t be having no progress at all from the dogs because it’s my business name and reputation behind it.   
    
  Remember to set your dog up for success, we both need to be on the same page. I’ll teach them what they need to know and all you have to do is maintain it. That cool?
* Finally I am fully insured with Clivertons for dog walking, training, one to one training sessions, Puppy, Teenage and Outside Training classes plus up to 3 events that I may or may not hold each year.   
    
  I am also covered with a key holding service to protect your properties. Any keys that are given to us, I will then have that key cut again. This is so that I always a spare key in case of any losses or emergencies. Both keys will be returned if the sessions are terminated or ceased.

• Contact email address is:

claire@highpeakdogservices.co.uk

• Please read our Code Of Ethics page thoroughly too before committing to our service:

www.highpeakdogservices.co.uk