Moo Dog Training - Terms and Conditions

OK, so this is the really boring bit, but it needs to be read and understood in full. (I promise the training sessions are way more fun!)

Before booking or making payment for any services with Moo Dog Training, please ensure that you have read and understood these Terms and Conditions.

By confirming your booking, you agree to the Terms and Conditions provided to you at the time of booking.

If there is anything you are unsure about, please contact Moo Dog Training before making your booking, and we will be more than happy to help.

Moo Dog Training may update these Terms and Conditions from time to time to reflect changes to our services, pricing, legislation or business arrangements.

Any changes will normally apply to bookings made after the updated Terms and Conditions have been published. Where a change affects an existing booking or agreement, this will be discussed with the client and any necessary agreement obtained.

Moo Dog Training believes in positive reinforcement, so all our training is kind, fair and reward-based.

1. Training Services

Handling of Dogs

Harsh handling, physical force, punishment, corrections and aversive equipment are not permitted during training sessions. We also ask that you do not use these methods when training your dog at any other time.

Prohibited equipment includes, but is not limited to, choke chains, check chains, prong collars, spray collars, e-collars and any other equipment the trainer considers unacceptable.

Moo Dog Training reserves the right to refuse training if your dog is wearing prohibited equipment or if you use punitive methods that we consider unacceptable.

Dog Training Courses

Training courses usually run over seven weeks. Sometimes there may be a break during a course. We will let you know as soon as possible if this happens. Occasionally, a course may run over fewer weeks due to illness, circumstances beyond our control or holiday periods such as Christmas.

Where possible, we will combine sessions into double-length classes to ensure all the training included in the course is still provided. If this is not possible and fewer training sessions are provided, the course fee will be reduced accordingly. Where payment has already been made, the difference will be refunded.

For Good Citizen Dog Training Scheme courses, the final session is normally allocated to the relevant award assessment.

Suitability for Group Classes and Behavioural Disclosure

The safety and welfare of all dogs and people attending our classes are extremely important to us.

When booking, owners must provide full and accurate information about their dog's behaviour, including any known reactivity, aggression, fear or other behavioural concerns that may affect their suitability for group training.

If an owner chooses not to disclose relevant behavioural information when booking, and their dog subsequently displays behaviour that makes the class environment unsuitable or unsafe, they will be asked to remove their dog from the class.

Where relevant behavioural concerns have knowingly been withheld or misrepresented at the time of booking, no refund will be issued for the course booking, except where required by law.

In these circumstances, we would normally offer to transfer the booking to a single 60-minute one-to-one training session instead, where this is appropriate and safe to do so. This would replace the group course rather than being provided in addition to it.

Where a dog has previously been assessed in person by Moo Dog Training and confirmed as suitable for group classes, but subsequently struggles in that environment, we will discuss appropriate alternative arrangements.

Our priority will always be to ensure that training is suitable for the individual dog while protecting the safety and welfare of everyone attending.

Only dogs registered and booked onto a Moo Dog Training class may attend.

You are responsible for your own behaviour, your dog’s behaviour and the behaviour of anyone who comes with you to a training session.

One-to-One Training Sessions and Packages

We offer individual one-to-one sessions and a range of training packages to suit you and your dog.

Individual One-to-One Training Session

Includes one 60-minute training session at your home, with practical advice and guidance tailored to your dog's individual training needs.

One-to-One Training Packages

We offer packages of different lengths, including three, five and eight sessions.

All one-to-one training packages include:

- The agreed number of 60-minute training sessions at your home (for example: Three Session Package includes three 60-minute training sessions and all the ongoing support outlined above).
- Full ongoing support between sessions throughout the package.
- Telephone and messaging support to discuss progress, answer questions and provide guidance.

- Feedback on training videos submitted between appointments, relating to the agreed training goals.

Sessions are usually two to three weeks apart, giving you and your dog time to practise between appointments and build on your progress.

All training packages are subject to the booking, payment, cancellation and package-duration arrangements outlined in these Terms and Conditions.

Any applicable mileage, travel-time or parking charges will be confirmed before booking.

One-to-One Training Package Duration

All sessions purchased as part of a one-to-one training package must normally be completed within three months of the first training session, unless a different timeframe has been agreed in writing with Moo Dog Training (for example where more than three sessions have been purchased).

If a client does not make contact with Moo Dog Training for eight consecutive weeks during their package, we will attempt to contact them by email, text message and telephone (where contact details have been provided). A maximum of three attempts overall will be made. If we do not receive a response after these attempts, any remaining sessions may be forfeited, even if the three-month period has not ended. We will consider exceptional circumstances individually.

These arrangements apply to all one-to-one training packages, regardless of the number of sessions purchased. They do not apply to the Monthly One-to-One Training Programme, which has its own programme period and renewal arrangements.

Visitors and Observers

We welcome visitors and observers by prior agreement with Moo Dog Training. Clients are responsible for ensuring that anyone accompanying them follows reasonable instructions given by Moo Dog Training. Visitors and observers must respect the space and comfort of the dogs and people attending and should not take part in training unless agreed in advance. If their presence affects the training, safety or welfare of anyone attending, we may ask them to step away or leave.

Children and young people

Young people aged 16 and 17 are welcome to attend training sessions, provided they are appropriately supervised by an adult. The accompanying adult is responsible for supervising children and keeping them safe throughout the session.

The adult supervising the young person should not be the person handling the dog during the session.

2. Bookings, Payments and Travel

Payment Terms

All training sessions, courses and packages must be paid for in full before the agreed service takes place, unless an alternative payment arrangement has been agreed with Moo Dog Training in advance.

One-to-one training packages must be paid for in full before the first booked session.

Where payment has not been received by the agreed date, Moo Dog Training reserves the right to cancel or postpone the booking.

Where a client cancels a confirmed booking with less than the required notice, a cancellation charge may apply in accordance with the cancellation terms below. Any charge will be fair and proportionate, taking into account costs incurred, the notice provided and whether the appointment can reasonably be filled.

Any outstanding payment for services already provided or confirmed bookings will remain payable in accordance with these Terms and Conditions.

You can pay through our website or by bank transfer. For bank transfers, please use your surname and your dog's name as the payment reference so that we can identify your payment.

Bank transfer details:

Lillie Abbott t/a Moo Dog Training (Monzo Bank)

Account number: 70128932

Sort code: 04-00-04

Deposit for RKC GCDTS Classes

A £40 deposit reserves a place for one dog on the next GCDTS course. The remaining balance must be paid at least four weeks before the course starts. If we do not receive payment by the due date, we may offer the place to someone else. The £40 deposit is non-refundable, except where required by law.

Mileage

Mileage is included within a five-mile radius of DY4 8DS. For journeys beyond this radius, mileage will be charged at £0.75 per additional mile travelled, including the return journey.

Mileage charges will be calculated using the distance from DY4 8DS to the agreed training location.

Mileage costs will be confirmed by email once your enrolment form has been completed, or before booking if requested. If mileage costs have been agreed in advance, they are payable when booking. Otherwise, a separate invoice will be sent. All mileage costs must be paid at least seven days before your session, or immediately if you book within seven days of the session.

Travel time

Travel time is only charged for journeys to training locations more than five miles from DY4 8DS. For these journeys, travel time is charged at £15 per hour or part thereof, based on the total travelling time, including the return journey.

For example, a total travelling time of 40 minutes would incur a £15 charge, while 1 hour and 10 minutes would incur a £30 charge. Any applicable travel-time charges will be confirmed by email before booking.

Travel time costs are payable at the time of booking if pre-arranged by email; otherwise, a separate invoice will be sent. All costs must be paid in full at least 7 days in advance, or immediately if the session is within 7 days of the booking.

Parking

If we are visiting your home, please make a parking space available where possible, or let us know where we can park. If a visitor parking permit is needed, please have it ready when we arrive. If parking at your home or another agreed venue has a charge, please arrange payment where possible. Otherwise, we will invoice you for the parking cost.

Training locations

Tuesday evening Royal Kennel Club Good Citizen Dog Training Scheme courses usually take place at Brook St Community Centre, Tipton, DY4 9DD.

Whilst our Tuesday evening GCDTS classes usually take place indoors at a community hall or similar venue, there may be times when they are moved to an outdoor or alternative location.

We run courses and workshops in different locations. Please check our website for the venue listed for each one.

Sometimes part or all of a course, class or other service may take place outside, such as in a field or another suitable outdoor area. Please bear this in mind when booking.

Outdoor classes will only be cancelled or postponed because of severe weather where Moo Dog Training decides this is necessary.

Refunds are not offered if a course moves away from its usual location. If we need to move a course, the alternative venue will usually be within a five-mile radius of our usual training location.

We use a range of training locations, so please check the venue when you book. If it changes, we will let you know in advance.

General ability for classes to run in person

Should a course not be able to take place in person, the service will take place online.

Puppy assessments will, where possible, take place via video submission. Bronze, Silver and Gold assessments will take place in person when restrictions are lifted.

Any work that requires in-person attendance, such as GCDTS assessments, will take place once in-person sessions resume.

Refunds will not be offered for services (including classes and one-to-one sessions) that are postponed where the service can be moved online.

3. Changing or Cancelling Bookings

Cooling off period

When you book a service with me remotely (such as online, by phone, or by email), you have a legal right to a 14-day cooling-off period under the Consumer Contracts Regulations 2013.

Should you choose to cancel during the cooling-off period after services have commenced, Moo Dog Training reserves the right to retain an amount proportionate to the services already provided, including but not limited to consultations, planning, administration, training sessions, video reviews, written advice, travel, and support provided up to the date of cancellation. After the 14-day cooling-off period, the standard cancellation terms set out within these Terms and Conditions will apply.

Rearranging a Session

If you need to rearrange a session, we are happy to offer an alternative date as long as at least 72 hours' notice is given before the agreed training session. Where less than 72 hours' notice is provided, the session will be treated as a late cancellation, and the cancellation and refund terms below will apply.

Cancellations and Refunds

All cancellations for one-to-one services must be made with at least 72 hours’ notice. All cancellations for courses or classes must be made with at least seven days' notice.

Where less than the required cancellation period is provided, a cancellation charge may apply in accordance with the Cancellations and Refunds section of these Terms and Conditions. Exceptional circumstances will be considered individually.

One-to-one Training Sessions

We are happy to rearrange sessions where at least 72 hours' notice is given. Sessions cancelled or rearranged with less than 72 hours' notice will be treated as completed, with no refund or replacement session offered, except where required by law.

Courses and classes

We require at least seven days' notice if you wish to cancel your place. Refunds are not offered once the cooling-off period has ended or if you withdraw after a course has started, except in exceptional circumstances agreed with Moo Dog Training.

Exceptional circumstances

We understand that unexpected situations happen and will consider exceptional circumstances individually. Any refund or alternative arrangement must be agreed with Moo Dog Training. Any payments retained will reflect reasonable losses, taking into account costs incurred by Moo Dog Training.

Administration fee

Where a refund is due, Moo Dog Training reserves the right to deduct reasonable and proportionate administration costs directly associated with the cancellation. Any administration charge will reflect reasonable costs incurred by Moo Dog Training.

Cancellations by Moo Dog Training

If we have to cancel a session because of unforeseen circumstances, such as severe weather, extreme heat, illness or an emergency, the session or class will be rearranged to ensure all sessions are provided.

4. Safety, Welfare and Responsibilities

Safety/accidents

Please tell the trainer straight away if an accident or injury occurs. We will record it in the Moo Dog Training accident book.

Owners are responsible for keeping their dogs safe and for making sure their dogs do not put other people, animals or property at risk.

Extending leads of any type or brand are not permitted during training sessions because of the risk of injury. Please ask us if you are unsure which leads this includes.

For home visits, please arrange for your dog to be safely in another room, away from the front door, when we arrive. We are more than happy to give you time to do this. It helps keep everyone safe.

For training sessions away from your home, please make sure your dog is wearing a correctly fitted collar that they cannot slip out of, along with an identification tag showing the owner's surname, full address and postcode (a phone number is optional).

If your dog does not have an appropriate identification tag, Moo Dog Training may refuse training in a public place. It is your responsibility to ensure your dog meets the legal identification requirements and is microchipped with up-to-date details registered on the microchip database.

Client responsibility during training or one-to-one sessions

The safety and welfare of all people and animals involved in training is the highest priority of Moo Dog Training.

Clients remain legally responsible for their dog at all times, including during training sessions, whether held at the client's home, a public location, a training venue, or any other agreed location.

Clients are responsible for ensuring that their dog is appropriately restrained, handled, and supervised at all times.

Moo Dog Training reserves the right to stop, modify, postpone, relocate, or terminate any training session immediately if, in the opinion of the trainer, there is a risk to the safety or welfare of any person or animal.

Clients must disclose any known history of aggression, biting, resource guarding, predatory behaviour, reactivity, behavioural concerns, ongoing investigations, dangerous dog incidents, restrictions, court orders, or relevant medical conditions relating to the handler or dog before training commences; this is to ensure we can support you and your dog's welfare at all times.

Failure to disclose relevant information may result in the immediate termination of training services. Where this relates to group classes, the Suitability for Group Classes and Behavioural Disclosure policy will apply.

Clients agree to follow all reasonable instructions provided by Moo Dog Training during training sessions. Failure to do so may result in the session being terminated without refund.

Where training takes place at the client's home, the client is responsible for ensuring that the environment is safe and that any hazards, including but not limited to unsafe flooring, unsecured gardens, livestock, dangerous animals, hazardous substances, building works, or other known risks, are disclosed to Moo Dog Training prior to the session.

Where training takes place in a public location, clients remain responsible for complying with all applicable laws, local regulations, byelaws, and landowner requirements relating to the handling and control of their dog.

Moo Dog Training reserves the right to refuse to work with any dog or client where the safety or welfare of any person or animal may be compromised. The client accepts full responsibility for any injury, loss, damage, claim, cost, or liability arising from the actions of their dog.

Client Disclosure, Honesty and Termination of Services

When you book with Moo Dog Training, you agree to provide honest, accurate and complete information, to the best of your knowledge, about your dog's behaviour, history, health and any other relevant concerns. This is really important, as not knowing about any previous aggression, behavioural concerns, or medical conditions could put you, your dog, the trainer, or others at risk.

Under the Animal Welfare Act 2006, anyone responsible for an animal has a duty to take reasonable steps to meet their welfare needs. The Dangerous Dogs Act 1991 also places responsibilities on owners and those in charge of dogs to prevent them from being dangerously out of control.

You remain responsible at all times for your dog's behaviour and your legal responsibilities as their owner or handler, whether or not you have told Moo Dog Training about any concerns.

Suspending or ending training

Moo Dog Training reserves the right to suspend or end training sessions, courses or packages where there are concerns about safety, welfare, client behaviour, failure to follow reasonable training guidance or relevant information that has not been disclosed. Where this relates to group classes, our Suitability for Group Classes and Behavioural Disclosure policy will also apply.

If we end training for reasons unrelated to your conduct or a breach of these Terms and Conditions, we will refund any paid sessions that cannot be provided. Where training is ended because relevant information has not been disclosed, safety or welfare guidance has not been followed, or these Terms and Conditions have been breached, any refund will take into account the training already provided and reasonable losses incurred by Moo Dog Training.

Sessions already provided remain payable, subject to your statutory consumer rights.

Health / Vaccination / Seasons (including any other dogs at your home)

Please note: this section also applies to any other dogs living in your home, to help keep everyone safe and well.

All dogs and puppies should be adequately protected against disease and appropriately treated for internal and external parasites.

Please speak to your vet about suitable vaccinations and protection against parasites.

Illness and keeping your dogs safe

Just like us, dogs can pick up illnesses at any time, whether at home, out on walks, during training or when spending time with other dogs.

We do everything we reasonably can to help keep dogs safe and well. However, dogs can be exposed to illness anywhere, not just during training. Some illnesses can also spread before a dog shows any signs of being unwell, so we cannot completely remove the risk, however careful we are.

If your dog is unwell, please let us know as soon as possible and before attending training. This includes symptoms such as vomiting, diarrhoea, coughing, sneezing, a runny nose or any other signs of a possible contagious illness.

Please also let us know if your dog, or another dog in your household, has been in contact with a dog known or suspected to have a contagious illness, or if you think they may have been exposed.

Moo Dog Training accepts no responsibility for the potential or actual exposure of dogs to disease. If an owner chooses not to routinely vaccinate their dog/puppy (for example, because they are choosing titre testing or using homoeopathic nosodes), this is entirely the owner's choice and is a decision made at their own risk.

If your bitch comes into season while training is booked, please let us know as soon as possible so we can rearrange the session.

Being in season can affect how comfortable your dog feels and how well she can concentrate. It can also attract unwanted attention from other dogs, making training more difficult or stressful. We want training to be a positive and enjoyable experience for everyone, so we feel it is best to rearrange.

If we arrive for a session and have concerns about your dog's health or welfare that you haven't told us about beforehand, we may be unable to go ahead with training. This is to protect your dog and ensure training is safe and appropriate. Where this happens, the session will be treated as completed, with no refund or replacement session offered.

Please tell us before the session if your dog has any known food allergies, intolerances or other specific needs. Where your dog does have food intolerances or allergies, please ensure you bring suitable alternative treats to the session.

5. Other Important Information

Marketing / Feedback / Filming and Photography and Client-Submitted Videos

We love celebrating the progress and achievements of the dogs we work with, so we may occasionally take photographs or videos during training sessions. From time to time, we may also like to share these lovely moments, along with feedback from our clients, on our website, social media or other Moo Dog Training materials.

We always focus on the dogs and do not share identifiable images or personal information about our clients or other individuals. If you would prefer us not to use these, just let us know. We will respect your wishes, stop any further use of the material and, wherever possible, take appropriate steps regarding anything already published.

Photography or filming by clients or accompanying people during training sessions is only permitted with prior agreement from Moo Dog Training.

Data Protection and Video Submissions

Training videos submitted by clients to Moo Dog Training may be stored securely for the purposes of providing feedback, maintaining training records, and monitoring progress.

Videos and personal information will not be shared with third parties without consent unless required by law. Clients are responsible for ensuring they have permission from any person appearing in submitted videos.

Moo Dog Training Materials and Handouts

Please note that any materials given to you as part of the training sessions or through online materials such as email or social media belong to Moo Dog Training and cannot be reproduced or shared without the express permission of Moo Dog Training.

Advice not given

Moo Dog Training does not provide medical, veterinary or nutritional advice.

Any advice we provide, whether in person, by telephone, email or report, or from videos you send us, is based on the information you have shared about your dog. This includes your enrolment form and anything else you tell us verbally or in writing about your dog's behaviour and history. We cannot take into account information we have not been given. Please tell us about anything in your dog's history that may be relevant to their behaviour.

We may suggest speaking to your vet or a qualified nutritionist if your dog needs medical or nutritional advice. We may also recommend another dog trainer or behaviourist if we feel they are better placed to help with a particular concern. This may be at your request or because we believe it would benefit you and your dog.

Results of training

Moo Dog Training aims to give you the skills and knowledge to train your dog, but we cannot guarantee particular results. Lots of things can affect your dog's progress, and practising between sessions is a really important part of training. We will do everything we reasonably can to help you and your dog enjoy a happy life together, but the exercises also need to be practised when we are not there. As much as I would love to have a magic wand, the best results come from the work you and your dog do between our sessions!

We will always look for different ways to help you and your dog learn and work together. If you or your dog are unwell, we will look at ways to adapt training where appropriate, taking account of any illness, disability or other needs.

We welcome clients with disabilities and will work with you to find an approach that suits your needs. Dogs with health conditions or disabilities are also welcome, provided their vet confirms they can safely take part in the training. Where helpful, we are happy to speak to your vet before training begins.

If your dog has a health condition, we may ask for confirmation from your vet that training is suitable. Any veterinary fees for this confirmation, or for treatment needed before your dog can take part, are your responsibility and will not be paid by Moo Dog Training.

Complaints

If you are unhappy with any service you receive, please contact Moo Dog Training first so that we can discuss your concerns. We will do our best to discuss and respond to any concerns you raise.

Disclaimer

Moo Dog Training makes every reasonable effort to ensure the safety and welfare of all clients, dogs and other people attending our training sessions. Working with dogs involves inherent risks, including the possibility of injury or damage to property. Clients acknowledge these risks and agree to follow all reasonable safety instructions provided by Moo Dog Training.

Clients remain responsible for the supervision, handling and management of their dogs throughout training sessions, whether these take place at home, in public locations or at training venues, unless otherwise expressly agreed.

Clients are responsible for ensuring that anyone accompanying them is aware of and follows the relevant safety requirements. Children must be appropriately supervised at all times.

Clients may be held responsible for injury, loss or damage resulting from their dog's behaviour or their failure to follow reasonable safety instructions, where they are legally responsible. Moo Dog Training will take reasonable care when providing training services. However, we cannot guarantee that all risks can be eliminated or that specific training outcomes will be achieved.

6. Monthly Membership Terms and Conditions

What is included?

Our monthly training programme costs **£145 per month** and includes:

- One 60-minute training session at your home.
- One 20-minute follow-up telephone or video call.
- Feedback on training videos (e.g. sent through WhatsApp), up to two per week and a maximum of eight per programme month.

If you wish to purchase an additional month of membership, these can be booked for £95 per month, subject to availability.

Programme Dates and Payments

Your programme begins when you first receive training advice, guidance or your first training session, whichever happens first, provided payment has been received. Your programme runs for one month from this date. Your renewal date will be the same date each month. If that date doesn't exist in a particular month, renewal will fall on the last day of that month, returning to your usual date when possible.

Payment is made in advance by bank transfer.

There is **no minimum commitment or automatic renewal**. You can continue for as many or as few months as you wish. If you would like to continue, payment must be received by your renewal date. Otherwise, your programme and support will end when your current paid month finishes.

You don't need to give notice if you decide not to continue. Any changes to the programme price will be communicated in advance.

Training Sessions and Cancellations

Your monthly session must be booked and used within your individual programme month. Sessions cannot be carried forward unless agreed in writing with Moo Dog Training. If we are unable to offer a suitable appointment during your programme month, we will arrange another date. We are happy to rearrange sessions where at least 72 hours' notice is given.

Sessions cancelled or rearranged with less than 72 hours' notice, missed appointments or appointments where you arrive more than 15 minutes late will be treated as completed, with no refund or replacement session offered. Exceptional circumstances will be considered individually and must be agreed with Moo Dog Training.

Training usually takes place at your home. Where it would benefit your dog, we may agree to meet at another suitable location. Any additional travel or parking costs will be confirmed before booking.

Video Feedback and Ongoing Support

You can send up to two short training videos per week, with a maximum of eight during each programme month. Videos should be no longer than three minutes unless we have agreed otherwise. Please try to send them throughout the month rather than all at once, so we have time to give you useful feedback.

If a video is too long or covers several different issues, we may ask you to send shorter clips. Your videos and follow-up call are there to help with the training goals we've discussed together. Feedback is provided during our usual business hours, and while we aim to respond as quickly as possible, immediate replies cannot be guaranteed. Unused video reviews and follow-up support cannot be carried forward or exchanged for other services.

The programme does not include unlimited telephone or messaging support, emergency assistance or additional behavioural consultations. Any extra support must be agreed separately and will be charged at the usual rate.

Cooling-Off Period and Refunds

Our general Cooling-Off Period, Cancellation and Refund policies also apply to the monthly programme. Where applicable, if you would like training or support to begin during the cooling-off period, we will ask you to expressly request this before services begin. Refunds outside the applicable cooling-off period are only considered in exceptional circumstances agreed with Moo Dog Training.

Pausing or Ending Your Programme

Our general terms covering safety, welfare, client responsibilities, disclosure and termination of services also apply to the monthly programme. If we need to pause or end training, we will explain the reasons and discuss any suitable alternatives where appropriate.

Client Responsibilities

As a client, you agree to:

- Provide accurate information regarding your dog's behaviour, training history, health, and welfare.
- Follow training advice safely and responsibly.
- Ensure all members of the household involved in the dog's care follow agreed training plans where appropriate.

- Inform Moo Dog Training of any significant changes in the dog's health or behaviour.

Safety and Welfare

Moo Dog Training uses ethical, welfare-focused training methods.

Moo Dog Training reserves the right to refuse, postpone, modify, or terminate training services where there are concerns regarding the safety or welfare of any person or animal.

Clients must tell Moo Dog Training about any known history of aggression, biting, behavioural concerns, ongoing investigations, medical conditions or anything else that could affect the safety or welfare of their dog, other dogs, handlers, trainers or anyone involved in training. This information must be shared before training begins, and we must be told about any changes that could affect future sessions.

Where a client has knowingly withheld, misrepresented or failed to disclose relevant information about their dog's behaviour, history, health or any associated safety concerns, Moo Dog Training reserves the right to stop the training session immediately and, where appropriate, terminate any remaining services.

This includes information that may have affected our decision to accept the booking or how training could be safely delivered.

Where services are terminated because relevant information has knowingly been withheld or misrepresented, no refund will normally be issued. Any amount retained will reflect services already provided and reasonable losses arising from the termination.

Moo Dog Training may, at its discretion, discuss alternative training arrangements where these are considered safe and appropriate. However, there is no guarantee that further training will be offered.

Moo Dog Training reserves the right to require the use of appropriate management equipment, including but not limited to harnesses, long lines, double-ended leads, head collars, or muzzles where considered necessary for the safety and welfare of any person or animal involved in training.

Veterinary Responsibility

Moo Dog Training does not provide veterinary advice or diagnosis. Where we feel a dog's behaviour may be linked to an underlying medical condition, we may ask you to seek veterinary advice or confirmation that your dog is fit to continue training. Any veterinary costs are the responsibility of the client. If we feel veterinary advice or treatment is needed to keep your dog safe and well, we may postpone or refuse training until this has been addressed.

Trainer Availability and Exceptional Circumstances

In the event that a training session cannot take place due to circumstances beyond the reasonable control of Moo Dog Training, including but not limited to illness, injury, family emergency, venue closure, severe weather, or other unforeseen circumstances, the session will be rearranged to a mutually convenient date.

7. Application of General Terms and Conditions

The general Moo Dog Training Terms and Conditions apply to all training services, including individual one-to-one sessions, training packages, group classes, courses and workshops, unless specific terms are provided for a particular service.

The Monthly membership has its own additional terms and conditions, which should be read alongside the general terms and conditions, which also apply where applicable. Where the monthly programme has specific arrangements relating to payment, renewal, programme duration, training sessions, cancellations or follow-up support, these will take priority over the general terms.

8. Entire agreement clause

These Terms and Conditions, together with the agreed booking details and any additional arrangements specifically confirmed in writing by Moo Dog Training, form the agreement between Moo Dog Training and the client.

The version of the Terms and Conditions accepted at the time of booking will apply to that booking, unless otherwise agreed or required by law.

Where specific services have additional Terms and Conditions, these will also apply to the relevant booking.

By agreeing to these Terms and Conditions, you confirm that you have read, understood and accepted the arrangements, responsibilities and policies outlined above, including those relating to the services you have booked with Moo Dog Training.

Nothing in these Terms and Conditions affects your statutory consumer rights.

Version 2.1 | 8th November 2026