
Terms & Conditions

1. Confidentiality

All client details are strictly kept in confidence and not passed onto a third party for promotional use. Email addresses are used to inform clients of services and activities as well as current bookings and notes. If you would no longer like to receive emails from Liv & Learn please let us know.

2. Photography

- 2.1** Photographs may occasionally be taken during training sessions. Such photos may be used by Liv & Learn for the purposes of marketing. If you do not wish for photographs of you and/or your dog to be used or shared, please let us know. We will not use photos with children in unless agreed with their parents/guardians.
- 2.2** We will only use your dog's first name on marketing materials, please let us know if you do not wish for us to use it.
- 2.3** Any verbal or written feedback (e.g. by email or on feedback forms) may be used for marketing purposes (for example, posted on the website). Only the first name of the person will be used as identification. If you are not happy for us to use your feedback in this way, please let us know.
- 2.4** Photography and videography of sessions or parts of sessions is NOT permitted, without the express permission of Liv & Learn.

3. Individual Training

- 3.1** Bookings for individual sessions will be confirmed via email, if given, and full payment must be taken to confirm your booking.
- 3.2** Multiple dogs from the same family can attend a single session but ideally at least one handler would be present for each dog and training can be limited with less exercises covered whilst working with multiple dogs.
- 3.3** Cancellations – if you need to cancel a session, we can rearrange this to a suitable time given one week's notice. If less than one week's notice is given to delay a session, you may still be charged for the appointment. Liv & Learn may consider true emergencies on a one to one basis and reschedule without charge.

4. Behaviour Consultations

- 4.1** Behaviour consultations are only available on veterinary referral including a full medical history. This is important to rule out medical components for behaviour and to ensure your vet is informed of treatment being offered.
- 4.2** Any additional training hours that exceed the scheduled two single hour consultations will be subject to an additional charge.
- 4.3** Additional support can be obtained through the purchase of our follow up package.
- 4.4** In emergency situations, we strive to respond to emails within 24 hours. However, response times for non-emergency inquiries may vary based on caseload.
- 4.5** For cancellations or rescheduling, we require a minimum of one week's notice to be eligible for a refund.



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5. Cancellations

We reserve the right to cancel training sessions (training walks, individual training, and behaviour consults) at our discretion. It is infrequent but if Liv & Learn need to reschedule a session, such as in an emergency or due to adverse weather conditions including extreme heat, you will be offered a replacement date. This will be a day suitable to you for individual training and behaviour consults.

6. Health & Safety

6.1 Bitches actively in heat (bleeding), are not allowed to attend training walks or 1-1 training sessions.

6.2 All dogs and puppies should be suitably protected from the potential risk of disease, as well as being appropriately treated for internal and external parasites. Liv & Learn advises that owners should consult their veterinary professional with regard to such issues.

6.3 There can be no guarantee that there is absolutely no risk of disease at any venue or when in contact with any other dogs or materials, such as toys, which may have been in contact with other dogs. It is the owner/ handler's responsibility to ensure that their dog is appropriately protected against the risk of disease: Liv & Learn accepts no responsibility for the potential or actual exposure of dogs to disease. If an owner chooses not to routinely vaccinate their dog/puppy, this is entirely the choice of the owner and is a decision made at their own risk.

6.4 By agreeing to these Terms and Conditions, you are accepting full responsibility for the protection of your dog from the risk of disease. Please advise us in advance of the session if your dog has been in contact with another dog infected by a contagious disease or if they appear to be unwell (e.g. vomiting, diarrhoea, coughing, runny nose etc). Depending on the issue, it may be advisable for the session to be cancelled or re-arranged.

6.5 If your dog has any known allergies or intolerances to certain foods or has any other special needs, it is your responsibility to bring this to the attention of the trainer prior to the start of the session and provide appropriate alternative treats.

6.6 Any instances of accident or injury must be reported to the trainer at the time they occurred. All dogs must be kept safe, and it is the responsibility of the owner to ensure the safety of others (other animals and people) with regard to your dog's behaviour at all times.

6.7 Flexi leads (extendable leads) are not permitted in training sessions in order to avoid injury.

6.8 For home visits, please arrange for your dog to be in another safe room (without access to the front door) when your trainer first arrives – we are happy to wait while you do this! We will advise you as to when (and how) it would be most appropriate to bring the dog into the room to be introduced to us. If you feel that this arrangement is not suitable for your dog for any reason, please just get in touch and we can discuss the best option for you and your dog.

6.9 Children are very welcome to attend training sessions, with appropriate adult supervision. We accept no responsibility for children at training sessions and it is the responsibility of the supervising adult to ensure the children's safety at all times. Young people under 16 must be accompanied by an adult.

6.10 We make every effort to ensure the safety of both clients and dogs during training sessions. However, by making a booking with us, you are accepting that participating in an activity with



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dogs, children and adults poses a risk of injury to yourself and your dog, and you agree to indemnify Liv & Learn for all personal injury and damage to property while attending training sessions. You agree to assume full responsibility for any risks, injuries, or damages, known or unknown, which might occur as a result of your dog attending such sessions. You also agree to make any person who accompanies you to the session(s), or takes your place, aware that they are also there at their own risk. You understand and accept that your dog (and its behaviour) remains entirely your responsibility at all times, whether or not in the presence of the trainer/behaviourist.

7. Disclaimer

- 7.1** We will not take responsibility for misinterpretation of advice. Many external factors influence behaviours, and we cannot guarantee our training advice will be successful without controlling all of these other factors.
- 7.2** For behavioural problems a behaviour consultation is recommended to work to alter dangerous and stressful behaviours. Animal aggression can cause injury, including fatalities. Treatment for aggression is not a guarantee of success and modifying behaviour does not assure the aggression will be successfully controlled. It is your responsibility to ensure safety of people and other animals with regards to your pet. Safety precautions will be advised and may include; limited access to people/animals, being kept on lead, wearing a muzzle, use of gates around the home and other behavioural modification management strategies. We cannot take responsibility for behaviour of your dog outside of training sessions with us.
- 7.3** We strongly recommend all dog guardians have pet insurance including third party liability cover.
- 7.4** Only force-free, evidence-based methods will be used during training.
- 7.5** No aversive training methods will be allowed including, but not limited to, the use of; choke chains, half chokes, electric collars, spray collars, slip leads, tightening harnesses, prong collars and pet correctors. Therefore, any other method which causes pain or fear, or any item the trainer deems inappropriate are not allowed. If you do not comply, we reserve the right to stop training without refund. We also strongly recommend you do not use these methods.

8. Intellectual Property Rights

- 8.1** All written, photographic, and video materials, including our website and logo, are the exclusive property of LIV AND LEARN LTD. These materials are protected by copyright and other intellectual property rights and laws. Distribution of these materials without prior written permission is strictly prohibited.
- 8.2** By accessing our materials, including our website, you acknowledge and agree that you are using them for personal, non-commercial purposes only.
- 8.3** Please note that blogs, social media posts and free-access videos have consent for unrestricted sharing.

