



Courtyard Canines

Terms and Conditions

1. Introduction

Courtyard Canines™ ("I", "we", "our") is a protected trading name providing dog training advice and support to our Clients ("you", "your").

This page sets out the terms that apply when using our services and should be read alongside any booking confirmation and onboarding documents. By booking or using our services, you agree to these Terms.

2. About our Services

Courtyard Canines provides dog training services in-person or by video call.

This is to help you develop safe, effective and rewarding relationships with your dogs.

Training recommendations are tailored to each dog and Client based on the information available at the time. No guarantee is given that any particular behaviour or training outcome will be achieved, as every dog learns differently and progress depends on factors including consistency, health, environment and Client involvement.

Services are intended to support Clients and are not a substitute for veterinary, behavioural, or legal advice where specialist intervention is required.

3. Booking and Payment

All booked sessions (both in-person and online) and any applicable fee will be confirmed in writing. Unless otherwise agreed in writing, payment is required before any session begins. For group bookings and ad-hoc sessions, payment is required before each session. Any sessions outside the originally-agreed

booking may be subject to additional charges.

Payment can be made in cash, by bank transfer, or by card (including Apple Pay and Google Pay via PayPal services). We reserve the right to refuse future bookings where fees remain unpaid.

4. Cancellations

If you need to cancel or rearrange a session, you must do so at least 2 hours' prior to the session. If not, we may treat the session as having been attended for charging purposes, unless exceptional circumstances apply.

We reserve the right to rearrange or cancel a session where reasonably necessary, including due to illness, severe weather, safety concerns, technical problems or circumstances beyond our reasonable control. Where payment has already been made, an alternative session or refund will be offered where appropriate.

Repeated cancellations or failure to attend sessions may result in future bookings being declined.

5. Safety

We reserve the right to decline or postpone any service at any time where we reasonably believe it cannot be carried out safely.

5a. Client Responsibility

Training advice is provided to support Clients in working with their own dogs. Clients remain responsible for implementing any advice and maintaining appropriate control of their dog throughout each session unless otherwise agreed.

Clients must provide accurate information regarding their dog's behaviour, health, previous incidents and any known risks before services begin. If circumstances with the dog change, Clients should inform Courtyard Canines before the next session.

5b. Safety During Training

Clients must follow any reasonable safety instructions given by Courtyard Canines during a session.

Training exercises will be adapted where necessary to promote the safety of the dog, Clients, members of the public and other animals. Courtyard Canines reserves the right to end or immediately suspend any session where:

- continuing a session would present an unreasonable risk, or
- safety instructions are repeatedly ignored.

5c. Equipment

Dogs should attend sessions wearing suitable, secure equipment appropriate for the individual dog and activity being undertaken. We may recommend alternative equipment where considered appropriate, but Clients remain responsible for ensuring equipment is correctly fitted and maintained.

6. Veterinary Care

Clients remain responsible for a dog's health and veterinary care before, during, and between sessions. If, during a session, a dog appears unwell, injured or otherwise unsuitable for training, we may postpone or end a session. In exceptional circumstances, we may offer to contact a dog's vet on behalf of a Client (or the dog's owner).

Training advice is provided on the understanding that all known medical conditions have been disclosed. Courtyard Canines does not diagnose medical conditions or provide veterinary treatment. Where appropriate, Clients may be advised to seek advice from a veterinary surgeon before training continues.

7. Liability

We will take all reasonable care when providing our services. Nothing in these terms excludes or limits our liability where the law does not allow us to do so. This includes liability for death or personal injury caused by the negligence of Courtyard Canines.

Subject to the above, Courtyard Canines shall not be liable for:

- training outcomes which depend upon Client and / or Owner implementation;
- behavioural issues arising from inaccurate or incomplete information provided by the Client;
- loss, damage and / or injury arising from circumstances outside reasonable control;
- indirect or consequential losses.

Owners of a dog (who may or may not be a Client) remain responsible for complying with all applicable laws relating to the ownership and control of their dog.

8. Photography

We may take photographs and / or videos as part of a session. We will only do so with your express permission (normally in the onboarding forms).

Photographs used for marketing or educational purposes will not identify you or your dog without your consent.

Consent for the future use of any photos or videos may be given or withdrawn at any time, either by a Client or the dog's legal owner (if different). Any change to consent after a session must be made in writing.

9. Privacy

Information supplied through enquiries, onboarding documents and correspondence is collected only where necessary to provide services, and will be handled in accordance with our Privacy Policy.

Information will not be shared with third parties except where required by law or to enable our services, or where necessary to protect the safety of people or animals.

10. Contact

If you have any questions about these terms or any Courtyard Canines service, please get in touch using the contact details below.

e: sam@courtyardcanines.co.uk

t: [07546 680 843](tel:07546680843)

a: 25 The Courtyard, SS1 2NJ

