**Terms and Conditions**

All bookings confirmed or pending are subject to JGbehaviour Dog Training and Behaviour’s Terms and conditions. Full payment constitutes as an acceptance of these terms and your continued use of the services confirms your acceptance of the terms in force each time you use our service

**Payments, Cancellations and Refund Policy**

Full payment is required before your first session. You will receive a receipt via email of confirmation of payment. Payment can be made via card payment or Paypal prior to your first session. If you wish to discuss other payment options such as cash on the day, please contact us to discuss this and we will make this arrangement.

If you are unable to make an appointment, please let us know as soon as possible. In the event of the client cancelling the services, the client agrees to pay the service provider in full if cancellation occurs less than 48 hours. Refunds cannot be given after your training programme has started, except in exceptional circumstances, as decided by JGBehaviour on a case by case basis. In very exceptional circumstances, JGBehaviour reserves the right to change an appointment at any time with immediate effect. Where we have had to cancel an appointment and a re-arrangement has not been possible, we will refund the cost of that session.

Before any group classes start you will receive an email with what to bring and how to find us. Please note that from your start date you must attend consecutive classes unless the trainer makes changes. If you do not or cannot participate in a class on the course, no compensation will be provided.

**Behaviour Consultations, one to one Training and Classes**

Participation in training and behavioural services is at the owner's risk; however, we do take precautions to minimise risk. JGBehaviour cannot accept responsibility for loss, injury or damage to person(s), dog(s) or property. Owners are responsible for any vet bills, no matter how they incurred, however safety is our utmost priority in ensuring such an event will not occur in the first place.

If sessions take place in public areas, owners are expected to clean up after their dogs. All dogs must be kept under control and on lead in public areas (unless otherwise instructed by JGBehaviour) and this is the owners responsibility.

By agreeing to the Terms and Conditions, you give JGBehaviour permission to publish pictures or videos of you and your dog for our advertising purposes (we will ask you before doing this). You release all claims against JGBehaviour with respect to privacy rights, publicity rights, copyright ownership and publication, including any claim for compensation related to use of the materials. If you do not wish for you or your dog's image to be used, please inform your trainer/behaviourist.

Consultations outside of a 10-mile radius from the JGBehaviour will be charged at 45p per mile which will be added to your price at the time of booking.

Due to the new GDPR I will contact you via your preference and your details will be used to send you details regarding your bookings. When we need a medical history from your vet and have not had vet referral, you will need to contact these to gain this information and give consent for this to be given to JGBehaviour.

Please Sign to acknowledge you have read and fully understand JGBehaviours terms and conditions:

**Name:**

**Signed:**