



Terms & Conditions

All training techniques used by Black Jack DTC are kind, fair and reward based. Class sizes are a maximum of 6 to 8 dogs per trainer to provide individual tuition and a relaxed environment. Classes are designed to be fun and rewarding for both dog and owner but in the interest of safety, responsibility and welfare it is important that the following terms and conditions are noted.

General terms and conditions:

- When coming to our training classes you commit yourself to dog friendly training methods. Harsh handling is not permitted.
- We expect all dogs to wear a normal collar and lead. Choke chains, check chains, prong collars, punitive methods and manhandling are not allowed.
- Dogs are to be kept on a lead in and around our training venues unless specifically requested by the trainer. All dogs must be kept under control and on a lead.
- We have a strict no fauling policy, which means that we expect the dogs not to urinate or defaecate on or near the field or on our agility equipment, barrels, or sheds. So please take your dog for a little walk before coming to class. In case of an accident make sure you have a poo bag with you to pick up after your dog.
- Black Jack DTC regrets that no responsibility can be taken for theft and damage to vehicles and contents left in our car park.

Payment terms

- We expect payment in full at the start of each month for the entire month. We regret refunds are not available apart from in exceptional circumstances.
- It is at Black Jack DTC's discretion to terminate an owner's place in a class if the owner does not pay, notify of cancellation of a lesson or displays unacceptable behaviour towards other owners, dogs or trainers.

Cancellation of classes:

- If you are unable to attend your class and you let us know before your class starts, you are entitled to a catch up lesson. Please speak to Hetty to agree on a date to catch up.
- In the unlikely event of the training session being cancelled by Black Jack DTC a catch up lesson will be given in return.

Health:

- All dogs attending class should be fully vaccinated and up to date with their boosters.
- Please do not bring your dog to class if he or she has been coughing, vomiting or has diarrhoea. If you are unsure whether or not to bring your dog to class please do not hesitate to call your trainer or speak with your veterinary surgeon.
- In our agility classes we do not accept dogs that are obese or have orthopaedic problems.



Terms & Conditions continued

Dogs playing:

- Play sessions, when available, will be carried out in a separate area for dogs and owners who choose to do so, this is carried out at the owners risk and although this will be supervised by a trainer at all times, the responsibility for the dog is the responsibility of the owner.

Sports:

- Agility, Barrel Racing, Longe training, Freestyle and Heelwork to Music lessons are a sport and as such it is the owners responsibility to participate within the limits of the owner's and dog's own physical health.
- Aggressive behaviour is not tolerated in our dog sport training classes. Dogs need to be kept under control at all times. A minimum standard of behaviour is expected and it may be required for some dogs to have private lessons to correct unacceptable behaviour before participating in group lessons
- Any incidents need to be reported to a trainer and recorded in the incident book at the time it occurs.

Obedience:

- Obedience lessons are aimed at developing standard behaviour such as sit, down, recall etc. Behavioural issues need to be dealt with separately. In obedience lessons a minimum standard of behaviour is expected and it may be required for some dogs to have private lessons to correct unacceptable behaviour before participating in group lessons.
- Any incidents need to be reported to a trainer and recorded in the incident book at the time it occurs.

Children and Classes:

- Young people under the age of 16 must be accompanied by an adult and should not be left to bring the dog to classes on their own.
- Children under the age of 10 are not allowed to train a dog in our classes apart from in exceptional circumstances.