

Website Disclaimer

The information contained in this website is for general information purposes only. This information is provided by Saintly Dogs and every effort is made to keep it up to date and correct. Changes, including costs & services, may be made at any time, if necessary. This website contains links to other websites. Saintly Dogs has no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them.

Copyright: Any training handouts and/or material given, or emailed, to you by Saintly Dogs is for your own personal use, not to shared or photocopied, for any other use. You cannot pass these on to other members of the public without prior permission.

By making any booking, or using any service provided, you acknowledge that you have read, understood and fully accept our terms and conditions as detailed below.

General Terms and Conditions for Saintly Dogs- Professional Behaviour & Dog Training.

**All training methods, advice, recommendations are provided to help you achieve results.
Your dog or puppy's success is dependent on you and the commitment, effort, time & practice you apply.**

We make every effort to ensure safety of both clients and dogs. Although Saintly Dogs is fully insured, by making any booking, and participating, you understand, accept & agree that participating in an activity with dogs, children and adults poses a risk of injury to yourself and/or your dog. You agree not to indemnify Saintly Dogs for any injury to yourself, your dog(s) or other dogs when out, or any damage to property owned by you, or others, while participating in any session. You also agree to make any person who accompanies you during any service are aware that they are also doing so at their own risk.

1 to 1 Private Home School Sessions:

All training techniques use kindness, understanding, encouragement & rewards. Sessions are designed to be a rewarding and fun experience for dog and owner but in the interest of safety, responsibility and welfare it is important that the following terms and conditions are noted.

1. During your training, you will be taught using positive techniques. To achieve long term, reliable results these methods should be consistently followed. Physical force and punishment methods are not permitted in sessions and strongly discouraged at all times. Your dog is your responsibility at all times.
2. If Saintly Dogs believe you and/or your dog is unsuitable for 1 to 1 Sessions, we will try to advise you on the best possible way to progress.
3. If your dog is unwell or they have been in contact with another dog infected by a contagious disease, please call to reschedule.
4. It is not essential for up to date booster vaccinations, but it is recommended that they have had an initial vaccination course, and if necessary, evidence shown. Dogs should be up to date with their flea and worming treatments.
5. You must be 18 or over to have a private 1 to 1 Session in your home. If you are under 18 you must have an adult present.
6. On occasions, photographs and videos may be taken and used for marketing. Your dog's name may be used but no personal details. These will not be used, unless prior consent is given.
7. Travelling costs may apply if you live beyond the areas we currently cover. We aim to arrive to you at the specified time; however, we may be delayed due to traffic.

Bookings & Payment:

1. All home sessions not paid in advance must be paid in full on the initial visit.
2. Sessions must be taken within 6 months (unless discussed and agreed).
3. Payment plans are available, with an initial deposit required. To qualify you will need to sign an agreement that, whether you decide to have all sessions or not, you are liable to pay the full cost within 3 months.
4. All personal information will be confidential. Email addresses may be used purely for Saintly Dogs and will not be given out to anyone else. If you do not wish to receive any future emails, then please let us know.

Refunds and Cancellations:

1. If you need to cancel due to illness, please inform us as soon as possible to reschedule.

2. Refunds will not be given for any cancellations unless 7 DAYS NOTICE is given. There are no exceptions. We may be able to reschedule your sessions to another time, but this is at the discretion of Saintly Dogs. Failure to notify us of a cancellation within this time frame will result in no refund.
3. There will be no refund for cancellations due to not reading these full terms and conditions and failure to comply.
4. There will be no partial refunds for missed sessions, if they are missed due to illness they can be rescheduled.
5. Refunds cannot be given after a course of multiple sessions has started. Exceptional circumstances will be considered on a case by case basis.

All other cancellation and refund requests are at the discretion of Saintly Dogs and dependent on individual circumstances.

1 to 1 Park Sessions:

During Covid-19, to minimise risk, social distancing of at least 1 metre will be enforced, also limited contact will be allowed between your trainer & dog. Where this is necessary any exchanging of leads, giving rewards will be done safely to also minimise risk.

All training techniques use kindness, understanding, encouragement & rewards. Sessions are designed to be a rewarding and fun experience for dog and owner but in the interest of safety, responsibility, and welfare it is important that the following terms and conditions are noted.

1. During your training, you will be taught using positive techniques. To achieve long term, reliable results these methods should be consistently followed. Physical force and punishment methods are not permitted in sessions and strongly discouraged at all times. Your dog is your responsibility at all times.
2. If Saintly Dogs believe you and/or your dog is unsuitable for 1 to 1 Sessions, we will try to advise you on the best possible way to progress.
3. With behavioural issues, such as reactivity or severe nervousness/fear, it may be necessary to initially address these at your home.
4. If your dog is unwell or they have been in contact with another dog infected by a contagious disease, please call to reschedule.
5. It is not essential for up to date booster vaccinations, but it is recommended that they have had an initial vaccination course, and if necessary, evidence shown. Dogs should be up to date with their flea and worming treatments.
6. You must be 18 or over to have a 1 to 1 Session. If you are under 18 you must have an adult present.
7. During sessions, your dog must always be kept on lead, unless instructed by the trainer, where it is safe to do so.
8. On occasions, photographs and videos may be taken and used for marketing. Your dog's name may be used but no personal details. These will not be used unless prior consent is given.

Every effort is made to ensure safety of both clients and dogs during private sessions. Although Saintly Dogs is fully insured, by making a booking you understand, accept & agree that participating in an activity with dogs, children and adults poses a risk of injury to yourself and/or your dog. You agree not to indemnify Saintly Dogs for any injury to yourself, your dog(s) or other dogs when out, or any damage to property owned by you, or others, while participating in a 1 to 1 Session.

Bookings & Payment:

1. All park sessions not paid in advance must be paid in full on the initial visit.
2. All sessions in a Programme must be taken within 6 months (unless discussed and agreed).
3. Payment plans are available, with an initial deposit required. To qualify you will need to sign an agreement that, whether you decide to have all sessions or not, you are liable to pay the full cost within 3 months.
4. All personal information will be confidential. Email addresses may be used purely for Saintly Dogs and will not be given out to anyone else. If you do not wish to receive any future emails, then please let us know.

Refunds and Cancellations:

1. If you need to cancel due to illness, please inform us as soon as possible to reschedule.
2. Refunds will not be given for any cancellations unless 7 DAYS NOTICE is given. There are no exceptions. We may be able to reschedule your sessions to another time, but this is at the discretion of Saintly Dogs. Failure to notify us of a cancellation within this time frame will result in no refund.
3. There will be no refund for cancellations due to not reading these full terms and conditions and failure to comply.
4. There will be no partial refunds for missed sessions, if they are missed due to illness they can be rescheduled.

5. Refunds cannot be given after a course of multiple sessions has started. Exceptional circumstances will be considered on a case by case basis.
6. All other cancellation and refund requests are at the discretion of Saintly Dogs and dependent on individual circumstances.

Talk & Train Sessions

All training techniques use kindness, understanding, encouragement & rewards. In the interest of safety, responsibility and welfare it is important that the following terms and conditions are noted.

1. During your training telephone call(s)/ Skype video training, you will be taught using positive techniques. To achieve long term, reliable results these methods should be consistently followed. Physical force and punishment methods are not permitted during sessions and strongly discouraged at all times. Your dog is your responsibility at all times.
2. The initial questionnaire, & any further information required, must be completed & provided up front.
3. If Saintly Dogs believe you and/or your dog is unsuitable for Talk & Train, we will try to advise you on the best possible way to progress.
4. You must be 18 or over to book/participate in Talk & Train. If you are under 18 you must have an adult present.
5. On occasions, photographs and videos may be taken and used for marketing. Your dog's name may be used but no personal details. These will not be used, unless prior consent is given.

Bookings & Payment:

1. All calls/Skype sessions must be paid in advance.
2. Discounts are not available for this service.
3. All personal information will be confidential. Email addresses may be used purely for Saintly Dogs and will not be given out to anyone else. If you do not wish to receive any future emails, then please let us know.

Refunds and Cancellations:

1. If you need to cancel due to illness, please inform us as soon as possible to reschedule.
2. Refunds will not be given for any cancellations unless 24 HOURS NOTICE is given. There are no exceptions. We may be able to reschedule your sessions to another time, but this is at the discretion of Saintly Dogs. Failure to notify us of a cancellation within this time frame will result in no refund.
3. There will be no refund for cancellations due to not reading these full terms and conditions and failure to comply.
4. We aim to call to you at the specified time; however, we may be delayed due unforeseen circumstances. We will then call as soon as possible. If you are then unable to answer your call will be rescheduled, or you are entitled to a refund for that specific call.
5. If you do not answer when called, we will only retry once again within 5 minutes.
6. There will be no partial refunds for missed calls.
7. Refunds cannot be given after a course of multiple Talk & Train has started. Exceptional circumstances will be considered on a case by case basis.

All other cancellation and refund requests are at the discretion of Saintly Dogs and dependent on individual circumstances.