Terms & Conditions

1. Cancellation or rescheduling needs to be made 48 hours prior to your appointment to be entitled to a full refund

2. Cancellations after 48 hours window will be subject to a cancellation fee of £10

3. We cannot refund your package courses but we can reschedule your sessions to suit you

4. Repeated cancellation and rescheduling will result in a refund of future sessions and no further contact from Ethical Dog

5. All payments are made through our secure online booking system

6. All data and personal information that is processed and stored through our booking system is protected. It will not be shared in order to comply with GDPR data protection and privacy policy

Booking policy & code of conduct

1. During all in person dog training and behaviour sessions clients must abide by Ethical Dogs ethical and welfare code \*see below

2. In return Ethical Dog will make sure to always treat you and your dog with respect, and make sure that your dogs emotional needs are taken into account during training sessions

3. Ethical Dog will always treat customers with fairness and equality and will not discriminate based on age, race, gender or disability

4. Ethical Dog will not allow any form of bullying or abuse of trainers or other clients

5. Ethical Dog is not responsible for your dogs behaviour outside of booked training and behaviour sessions

Ethical & Welfare code for dog handling

1. Treat your dog with patience and kindness when learning

2. Always create a safe space for your dog, we do not recommend taking your dog into environments they struggle to cope with

3. Aversive tools or tools used to restrict and control, are not allowed to be used at Ethical Dog, including flat collars, slip collars, slip leads, head collars, prong collars, shock collars

4. Intimidation verbal or physical, such as standing over your dog, pointing fingers, raising your voice or physically touching in a negative way is not acceptable during your training sessions

5. Our dogs biological, emotional and social needs will always be taken into account during training sessions, we hope you continue this outside of your class