



General Booking Terms & Conditions for Canine Training including Damage Waiver and Release of Liability

Thank you for choosing Woodland Pet Services (herein referred to as 'WPS')!
Please ensure that you read these terms and conditions and release thoroughly.

1. General Booking Terms:

1.1. General Arrangements:

1.1.1. Booking Confirmation: bookings should be made in advance in order to guarantee availability. At the time of registering an interest, 'WPS' will issue the client an invoice for the full course fees and agrees to hold the client reservation for the period outlined within the payment terms below. Once payment is made, the client will be invited to complete the registration process by filing an online enrolment form.

1.1.2. Changes/Cancellations: acknowledging that schedules change, 'WPS' always aims to provide flexibility within its policies to support changing needs. 'WPS' will allow clients to change an agreed course date to any other available slot where this request is made with more than 3 weeks' notice and confirmed in writing. Any changes requested within 3 weeks of the agreed course date should be discussed with 'WPS' and will be at the sole discretion of 'WPS'. Additional services may be requested at any time.

1.1.3. Arrival/Departure: 'WPS' allow appropriate time both before and after classes to ensure clients can arrive and depart safely. Classes will commence promptly. It is the responsibility of the client to ensure arrival in a timely manner, allowing adequate time to settle into the training environment. 'WPS' cannot be held responsible for any loss as a consequence of a clients' late arrival, except where this is the sole responsibility of 'WPS' whereby 'WPS' will make reasonable efforts to ensure the full course content is delivered.

1.2. Payment Terms:

1.2.1. Course Fees: the published fees pertain to the cost of a pre-defined course, consisting of multiple training sessions in one package. The course is sold as a package and it is not possible to book/pay for individual sessions within these packages. Full payment for the package is required at the time of booking to secure the place for the agreed course time & date, which will be detailed on the client invoice. Payment is required in full within 7 days of invoice during which time 'WPS' will agree to hold my reservation. In the event that the payment terms lapse, the client reservation will be released, and the client

should contact 'WPS' to confirm course availability before making payment. Payment is requested by bank transfer except where agreed in advance.

1.2.2. Refunds: the course fee is non-refundable, as are the costs associated with any individual session that the client may be unable to attend for whatever reason within the package.

1.3. General Welfare:

1.3.1. Vaccinations: it remains the client's responsibility to ensure that a canine is appropriately vaccinated for the planned activities. It is the client's responsibility to discuss any vaccination requirements with a vet prior to attending any 'WPS' activity.

1.3.2. Seasons: If a bitch comes into season part way through any course being undertaken with 'WPS', please contact 'WPS' immediately such that alternative arrangements can be discussed. A bitch in season should not attend any 'WPS' activity for the duration.

1.3.3. Canine Medical Conditions: please notify 'WPS' immediately if there are any changes to a canine's medical condition such that appropriate adjustments/control measures can be discussed where reasonably possible.

1.3.4. Canine Behaviour: please notify 'WPS' immediately if there are any changes in a canine's behaviour such that appropriate adjustments/control measures can be discussed where reasonably possible.

1.4. Socialisation:

1.4.1. Canine Socialisation Consent: by entering into this agreement, the client confirms that there is no known reason why a canine should not partake in socialisation activities with other canines and that the client is providing consent for them to do so. This does not affect the clients' right to prevent or withdraw a canine, without warning, from entering into these activities at any time for any reason.

2. General Data Protection Regulation (GDPR):

2.1. Collection and Processing of Personal Data: by entering into this agreement, I am providing permission for 'WPS' to collect and process my personal data for the limited purposes of record-keeping/communications/marketing associated with or relating only to canine related services and the NHS Test and Trace programme. 'WPS' hereby agrees not to share this data with any third party except where prior permission is granted. Under the terms of General Data Protection Regulation (GDPR), I am aware that I have an express right to withdraw this consent at any



time, which I may do so simply by sending an email to info@woodlandpetservices.com requesting that my personal data be deleted.

2.2. Social Media and Photography Fair Usage: by entering into this agreement, I am providing consent for 'WPS' to use media (including but not limited to photographs and videos) that may include images/descriptions of canines undertaking canine training activities in this contract for the purposes of education or marketing associated with the services provided by 'WPS'. I am aware that I have an express right to withdraw this consent at any time, which I may do so by simply sending an email to info@woodlandpetservices.com.

3. Damage Waiver and Release of Liability

3.1. By entering into this agreement, I hereby agree to release **Woodland Pet Services** from all liability relating to damages, losses or injuries that may occur **during Canine Training Activities**. By entering into this agreement, I agree to hold **Woodland Pet Services** entirely free from any liability, including financial responsibility for damages, losses or injuries incurred, regardless of whether damages, losses or injuries are caused by negligence.

3.2. By entering into this agreement, I also acknowledge the risks involved in **Canine Training Activities**. These include but are not limited to damages, losses or injuries as a consequence of/or associated with canine action/reaction associated with canine instinct/behavior. I confirm that I am participating voluntarily, and that all risks have been made clear to me. Additionally, I do not have any conditions that will increase my likelihood of experiencing injuries while engaging in this activity.

3.3. By entering into this agreement, I agree to hold harmless and forfeit all right to bring a suit against **Woodland Pet Services** for any reason. In return, I will receive **Canine Training Instruction**. I will also make every effort to obey safety precautions as listed in writing and as explained to me verbally. I will ask for clarification when needed.

Published: July 6, 2020