

## **Field and Fido**

### **Member's Terms and Conditions**

#### **Training and Handling Methods**

- The training techniques used by Field and Fido are based on the principles of positive reinforcement and, as such, are kind, fair and reward-based.
- Confrontation, force, rough handling, bullying, intimidation or coercion whether verbally or physically should not be used when training your dog. Punitive and/or non-scientifically backed methods and techniques will not be tolerated.
- Equipment designed to be aversive i.e. choke chains, check chains, prong collars, spray collars, e-collars or any other device deemed unacceptable by the trainer are not permitted during training sessions and should not be used to train your dog.
- Where a technique is non-coercive and positive but experimental, the instructor will make the client aware of this and give a rationale as to why it is being used as an alternative to a scientifically supported technique.
- Slip leads may only be used on dogs who have learnt not to pull.

#### **Payment, Refunds and Cancellations**

- Fees must be paid at time of booking one to one sessions, courses and workshops or when selecting a membership. Fees are non-refundable and non-transferable.
- Memberships are valid for a limited length of time. All class credits remaining beyond the expiry date will be lost. Extensions may be granted under special circumstances and at the discretion of Field and Fido.
- Group class bookings have a 24 hour notice period. Cancellations 24+ hours from the start time of the class will be credited back to the client's account.
- One to one session bookings have a 72 hour notice period. Cancellations 72+ hours from the start time of the session will be credited back to the client's account to be booked another time within the membership expiry period.
- Workshop bookings have a 7 day notice period. Cancellations 7+ days from the start time of the session will have a £20 withdrawal fee. To cancel a Workshop 7+ days prior to the start time contact Field and Fido directly.
- In the event that a session has to be cancelled by Field and Fido due to unforeseen circumstances, such as, illness/adverse weather/emergency, we will make every effort to reschedule your session to another mutually convenient time.

## **Safety**

- Any instances of accident or injury must be reported to the trainer at the time of occurrence.
- All dogs must be kept on the lead at all times except those times when the trainer has instructed to remove the lead.
- It is the handler's responsibility to ensure other people and dogs are kept safe from their own dog's behaviour i.e. if your dog is likely to jump up do not allow your dog to get close enough to jump up at another person and potentially cause injury.
- Flexi leads (extending leads) are not permitted in training sessions to avoid injury.
- Stout shoes must be worn when attending training sessions.

## **Venues & Parking**

- There is a 5mph speed limit on the track leading up to, and on the premises of, Glendale Park by the lower, second set of stables.
- Care must be taken when driving to the lower stables at Glendale as the track is narrow.
- Care must be taken when parking or leaving the parking area to avoid accident to other cars, persons, dogs or to the property.
- The responsibility remains the drivers.
- On first visit at Glendale, all dogs are to be kept in the car until instructed by the trainer to walk to the training field.
- Respect and consideration must be given at all times at all venues.
- Please clean up after your dog. All poo bags must be taken away with you.

Warning: there is a live electric fence surrounding the bird enclosure near the parking area at Glendale.

## **Marketing/Privacy**

- On occasion photographs or filming may be taken during training sessions to be used for marketing purposes. If you do not wish to be photographed or filmed let us know.
- Any verbal or written feedback may be used for marketing purposes i.e. quoted on a Facebook post or on the Field and Fido website. Only the first name of the person will be used as identification. If you do not wish to be quoted please let us know.
- Filming during the training session is NOT permitted without the express permission of Field and Fido.

## **Family members**

- We encourage other members of the family to attend training sessions to benefit from the first-hand advice.
- A new member of family may attend group classes only if they have been kept abreast of all training methods and techniques so as not to disrupt the progress of the group session.
- Children are welcome but must be supervised by a responsible adult at all times.
- Children are permitted to handle their dog during the training session as long as it is not detrimental to the running of the class and the progress of the other class participants.