

## TIP TOP DOG SCHOOL RULES & GUIDELINES

### 1. Fees

Unless you discuss exceptional circumstances with us -

- i) Class fees are non-refundable.
- ii) You have 3 months from the date of your first class to complete your block of 6 classes - fee £90 (excluding any Tip Top holiday time closure).
- iii) You must be sure to let us know by email when you are going to miss a class.
- iv) If we do not hear from you and you miss 2 classes in a row we will offer the place to someone on the Waiting List.
- v) Within the 3 month period we will honour any fee paid if you get back in touch with us - but you will lose your place in the class.
- vi) You will have the option of putting your outstanding credit towards a 1 to1 session.
- vii) There will be a £10 Admin fee to cover travel and post- session notes via email.

2. Please make sure that your dog is under control and on-lead from your car to the Hall.

3. Please do not allow your dog to foul anywhere around the Hall or Church.

If your dog has an accident, you must make sure it is picked up and disposed of.

If an accident occurs in the hall or on the pathway leading to the hall please come to one of the trainers or assistants and we will clean and disinfect the area.

4. Each week bring treats and a bum bag, a toy, preferably a tuggy type (not a squeaky) small blanket and grooming articles each week.

5. We reserve the right to refuse admission to a dog that we deem to be out of control or is displaying aggressive tendencies to humans or other canines but we will offer to assess the dog in a public place at a time to suit both parties. We reserve the right to insist that a dog is muzzled in the hall if we deem it to be necessary.

6. Dogs must be kept on leads at all times unless otherwise instructed by a trainer. This is for the safety of all dogs and handlers alike.

7. We need to see proof of vaccination at time of registration and you will be required to sign a declaration stating that your dog is regularly wormed

8. No choke chains or pinch collars will be permitted. If you have been using a pinch collar or a Check Chain we need to be informed of this before you attend. We will need to assess your control of your dog on an ordinary collar before you attend a class. If you require more information on this matter please contact us.

9. Children of all ages are welcome to the club but must be accompanied by an adult. Young handlers (between the ages of 12 and 16) must be accompanied by an adult at all times please.

10. For your own comfort and safety please ensure that you are wearing flat shoes or trainers. Open toed sandals or flip flops are unsuitable.

11. **Never bring your dog to any class if he is at all unwell** e.g. tummy upset/cough/runny eyes/itching/listless or just not himself. Check with us first if you are at all concerned.

We do not want to risk spreading infection and also it is not fair to expect a puppy to learn anything if it is not feeling 100%

January 2020