

Terms and Conditions – All Bark Dog Training Services

Effective Date: 17/09/2025

Welcome to All Bark! These Terms and Conditions ("Terms") govern your use of our dog training services, including group classes, private sessions, online training, and behavioural consultations (collectively, the "Services"). By booking or participating in any of our Services, you agree to be bound by these Terms.

1. Booking and Payment

- All training sessions must be booked in advance.
- Full payment is required at the time of booking unless otherwise agreed in writing.
- We accept payments via: credit card, bank transfer, or cash.
- Prices for our Services are subject to change without notice but will not affect existing bookings.

2. Cancellations and Refunds

- Cancellations made more than 48 hours before a scheduled session may be rescheduled without penalty.
- Cancellations made less than 48 hours before the session are non-refundable.
- No-shows are considered forfeited sessions and are not eligible for rescheduling or refunds.
- We reserve the right to cancel or reschedule sessions due to trainer illness, emergencies, or extreme weather. In such cases, clients will be offered an alternative date or a full refund.

3. Client Responsibilities

- Clients must ensure their dog is up-to-date on vaccinations (including distemper (CDV), hepatitis (CAV), parvovirus, and Leptospirosis).
- Dogs must be in good health and free from contagious conditions to participate.
- Aggressive behaviour must be disclosed before training begins. Failure to do so may result in immediate termination of services without refund.
- Clients are responsible for the behaviour of their dogs at all times during sessions.
- Children under 16 must be accompanied by an adult during training sessions.

4. Training Results and Liability

- Training success depends on many factors, including consistency and follow-through by the dog owner. We do not guarantee specific outcomes.
- All Bark and its trainers shall not be liable for any damage or injury caused by the client's dog during or after training sessions.
- Clients agree to indemnify and hold harmless All Bark and its trainers from any claims arising from their dog's behaviour.

5. Safety and Conduct

- Dogs must be on a leash unless instructed otherwise by the trainer.
- Any aggressive or disruptive dogs may be asked to leave the session for safety reasons. No refunds will be provided in such cases.
- Clients must follow the trainer's instructions at all times for the safety of all participants.

6. Photos and Media

- We may take photos or videos during training sessions for promotional or educational purposes.
- By participating, you consent to the use of your and your dog's image unless you notify us in writing in advance.

7. Confidentiality and Privacy

- Client information is kept confidential and is only used for service-related communications.
- We do not sell or share your personal data with third parties without your consent.

8. Governing Law

These Terms shall be governed by and construed in accordance with the laws of The United Kingdom. Any disputes will be resolved through arbitration or in the appropriate courts within the UK.

9. Amendments

We reserve the right to update these Terms at any time. Changes will be posted on our website or provided to clients in writing.

10. Contact Information

For questions regarding these Terms, please contact:

All Bark

Email: allbarktraining@gmail.com

Phone: 07563-054452

Website: www.allbarktraining.co.uk