



## Terms & Conditions

This includes all Mantrailing, ScentWork, Tracking, training session, workshops, assessments, training groups, dog sports and 121 session including home visits.

Mantrailing, ScentWork, Tracking, training session, workshops, assessments, training groups, dog sports and 121 session including home visits can be/is an outdoor session, this means that you must come with the equipment to keep yourself and your dog/s safe in all weather conditions.

Askan-k9 Training does not accept any responsibility for any injuries, damages or loss of property for you or your dog/s while training with us. Should anyone fall, trip or suffer an injury while training with us it **MUST** be reported at the time of the accident. This will be recorded in our accident book.

### Fees:

Fees for all of the training sessions, workshops or assessments should be paid at the time of booking. Places are only secure with payment

Booking is confirmed at the time of payment and payment is non-refundable outside the 14-day statutory cancellation period.

If your booking is made within 14 days of the start of the training sessions, workshops or assessment then you agree to waive your right to rely upon the 14-day statutory cooling off and cancellation period.

### Cancellations:

Cancellations for training sessions, workshops or assessments that have been paid for require at least 72 hours' notice. Training sessions, workshops or assessment fees will not be refunded if cancellation occurs within 72 hours notice of the training sessions, workshops or assessments starting.

We are unable to refund training sessions, workshops or assessments fees once the training sessions, workshops or assessments have commenced and partial refunds for missed sessions are not given.

No refunds are given for non-attendance to training sessions, workshops or assessments.

If you need to cancel your training sessions, workshops or assessments please inform Askan-k9 Training, providing 72 hours' notice\*. Cancelled sessions, workshops or assessments inside this notice period will not be refunded. If you would like to rearrange a session rather than cancel the following applies

2 weeks+: full credit, simply swap the date of your session.

Less than 2 weeks' notice: no credit on original booking and 50% discount on your re-arranged booking.

Less than 72 hours notice: no refund and no discount on rearranged bookings.

In case the participant or participants' dog becomes ill so that they cannot take part in the training sessions, workshops or assessments, you may have to show a doctor's or licensed veterinarian note stating such. You will then be given credit, to rebook when fit

\*Please note that 'specials' (for example Christmas special) or skill-up sessions/workshops (including advanced/full-day workshops, or CPD workshops) are NON-REFUNDABLE unless we can fill your place regardless of the notice given.

#### Hosted workshops:

Hosted workshops (when we host guest trainers) are NON-REFUNDABLE unless we can fill your place regardless of the notice given, your refund if we fill your place will be minus a £15 admin fee.

Payment plans: When paying via a payment plan your place is confirmed on the final payment, if you cancel the payment plan prior to the full balance being received your place is no longer confirmed and you are not entitled to a refund of any part payments already made.

#### Insurance

We strongly advise you to have your dog insurance with 3rd party liability (Third party liability from Dogs Trust is recommended).

#### Weather/illness

Where training sessions, workshops or assessments are cancelled by Askan-k9 due to bad weather (including too hot or cold) or illness or Askan-k9 instructors, the training sessions, workshops or assessments will be rescheduled.

Notification of cancellation of a class will be made by text and/or email with as much prior notice as possible.

Please check your mobile/emails for texts/emails prior to leaving for training sessions, workshops or assessments particularly in bad weather.

#### Venue/s

On rare occasions, venues may need to be changed, as much notice will be provided by Askan-k9 training if this is the case.

#### Non-competition clause

Any individual participating in introduction courses, seminars, workshops, instructor courses, training or any other services that are offered by any of the Askan-k9 Training instructors, agrees not to conduct/hold/offer such or similar, to the general public or another business or third parties within the United Kingdom. This includes Mantrailing and Scentwork introduction courses, Mantrailing and Scent Work seminars, Mantrailing and Scent work workshops, Mantrailing and Scent work training and any other training services within two consecutive years after the event and ONLY with the written consent of the Askan-k9 Head Instructor can this agreement be changed.

We reserve the right to refuse training to anyone.

#### UNACCEPTABLE EQUIPMENT

Askan-k9 training will not condone the following equipment in our training sessions, workshops & assessments:-

Choke/Check Chain

Prong/Pinch Collar

Electric Shock Collar

Retractable leads for safety reasons

Chain leads for practical reasons

Rope/Slip leads

We DO NOT allow the use of

rattle bottles or cans  
water pistols  
or other aversive tools

We do not allow the dogs to be pushed into position or any form of physical punishment including lead jerks, smacks, taps or pinning down of your dog.

If you do this in any of our training sessions, workshops, assessments & 121s you will be asked to leave and no refund will be given.

However, we are willing to work with you to learn positive methods if you are willing to learn.

## HOSTING US

We are available to be hosted for any of our Training services workshops/training sessions.

When we are being hosted the host is responsible for the following;

Being insured

Providing a safe place to run the workshop/training sessions

Handles all admin work

Arranges marketing and is responsible for filling the workshop

Payment is due 14 days prior to the workshop (we reserve the right to refuse to attend if payment has not been made by the invoice date).

Once payment has been received it is non-refundable unless I cannot attend the workshop. If payment is not received 7 days before the workshop we have the right to not attend the workshop and any loss of income is the host's responsibility.

During the workshop/training session, the host is responsible for all health & safety and risk assessments, we (Askan-k9 Training) take no responsibility for any injuries, loss or damage to dogs/people or members of the public while running these hosted workshops/training sessions.

## DATA PROTECTION

In accordance with General Data Protection Regulation (GDPR), we need to ask you for written permission to take your photo, by agreeing to these T&Cs you are giving us this consent. We also need your consent to have all your information and again by agreeing to these T&Cs you give us permission to keep your details, you can at any point request your information to be deleted from our system.

Any photos taken will/can be used by Askan-K9 Training for advertising or any other means that they need if you do not wish for your photos to be used YOU MUST state this before attending our classes or workshops.

These Terms and Conditions will supersede all other agreements, written or oral, previously made between the Client (you) and Askan-k9 instructors.

By Paying to attend/ book in any sessions with Askan-k9 Training you are agreeing to these T&CS