

Puppy class at JSPCA Terms and Conditions

Fees and Prices:

- A deposit of £25 must be made when your place on the course is confirmed.
- The remainder of the course fee (£65) must be paid in advance of joining the class to the JSPCA. Failure to pay within two weeks of the start of the course may result in your place on the course being given to another client.

Training Class Attendance:

- Our courses consist of 6 weekly classes. For optimum results, we hope that you will attend all the classes and complete the course.
- Puppies must be vaccinated. They will need to have completed a primary vaccination course, including kennel cough, and you will be required to bring their vaccination certificate to the first session. If you are unsure about vaccinations please consult your vet directly. This is for the safety of your puppy and therefore no exceptions can be made. It is your responsibility to have your puppy vaccinated.
- Only puppies under the age of 20 weeks on the start date of the course will be accepted.
- Occasionally, we may find that a class environment does not suit a puppy. Full discussion concerning the best way to proceed will be undertaken and this may result in us deciding that a puppy class is not the best environment for your puppy to learn. If this occurs within the first two weeks, a full refund may be given and alternatives will be discussed with you.
- All children must be under the supervision of a responsible adult who must agree to prevent them from disturbing the process of learning during the class. Tutors reserve the right to ask disruptive children not to attend future classes.
- We make every effort to ensure safety of both clients and puppies during the classes. By making a booking, you are accepting that participating in an activity with puppies, children and adults poses a risk of injury to yourself and your puppy, and you agree to indemnify JSPCA Animals' Shelter for all personal injury and damage to property owned by you while attending the training classes. You also agree to make any person who accompanies you to the class aware that they are also there at their own risk.
- The JSPCA Puppy Class method of training uses food treats as rewards. Although we will have some treats available at the class, it is important to bring with you a supply of tasty, smelly food treats that your puppy will work hard for and is used to eating. The class environment can be full of distractions so please ensure the treats are of high enough value that the dog concentrates on you in order to get the most from coming to a class. High value treats would be very tasty treats such as small cubes of cheese, ham or chicken cut up into small sizes, think the size of your pinkie finger nail.

Training Class / Premises Rules:

- All puppies must remain on lead on the JSPCA premises and in the training class.
- All instances of accident or injury must be reported to the tutor at the time they occurred.
- Well-fitted harnesses worn by the dogs are preferred in class.
- Flexi leads are not permitted in class to avoid injury to others. Flexi leads are extendable leads.

- Head collars are not permitted in class to avoid injury to the puppy's neck and to avoid distraction during training.
- The JSPCA primary concern is good welfare for animals, so the following items are NOT PERMITTED in JSPCA Puppy classes under any circumstances: choker chains and/or check chains of any description; electronic training collars including citronella; any other device that causes discomfort, pain or fear to the puppy; prong or pinch collars; any equipment that the trainer deems unacceptable.
- The use of physical force and punishment-based training techniques are not permitted in JSPCA Puppy classes.

Refunds and Cancellations:

- Because we operate our classes using a very low tutor: puppy ratio, refunds may not be given for any cancellations unless the place can be filled by another client. There are no exceptions.
- There will be no refunds due to lack of vaccination or no vaccination card, unless we are notified 14 days in advance of the course commencing. It is your responsibility to have your puppy fully vaccinated.
- There will be no partial refunds for missed classes. All other cancellation and refund requests are at the discretion of the Puppy School tutor and dependent on individual circumstances.

05/02/2020



JSPCA
ANIMALS' SHELTER