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1. Data Protection

Hatz Off Dog Training is committed to protecting clients' data to the fullest extent of its ability. We assure clients that their personal information will never be sold or passed on to any third parties without explicit consent.

We adhere to data protection laws and take appropriate measures to safeguard client information against unauthorized access, disclosure, alteration, or destruction. Any personal data collected, including but not limited to names, addresses, contact information, and pet details, will be used solely for the purpose of providing our services and maintaining client records.

Client data may be securely stored electronically and/or in hard copy format, and access to this information is restricted to authorized personnel only. We regularly review and update our data protection policies and procedures to ensure compliance with applicable regulations and industry best practices.

By engaging our services, clients consent to the collection, processing, and storage of their personal data as outlined in this policy. Clients also have the right to request access to, rectification, or deletion of their personal information held by Hatz Off Dog Training.

For any questions or concerns regarding data protection or privacy practices, clients are encouraged to contact us directly.

2. Payment Policy

Payment confirms booking. Your space will not be held until full payment or deposit is received as outlined below. Hatz Off Dog Training reserves the right to cease provision of services if payment becomes overdue. For all services, additional fees will apply for addresses located more than 15 miles from my home postcode, as specified on the booking form.

2.1. Initial Consultation: Must be paid in full at the time of booking.

2.2. Bespoke Training Course lessons (Owner & Dog): These must be paid in full at the time of booking.

2.3. Training Walk (Dog Only): These must be paid in full at the time of booking.

2.4. Bespoke training holidays: A 50% deposit is required for all holiday bookings. This will be deducted from the final payment due 4 weeks prior to the first day of the holiday.

2.5. Day care: Day care must be paid in full at the time of booking, otherwise your day care position will be reallocated to someone else.

2.6 Day Care – Secure a regular slot:

2.6.1 Weekly Payment Plan: Pay 2 weeks upfront before starting Day Care. A 'week' is defined by the number of days you have booked for your dog to attend Day Care each week. The upfront payment covers two times your weekly attendance. Pay each week they attend. If you end Day Care, you will have 2 weeks of credit to use. Any **add-ons** during the 2-week period must be paid immediately

2.6.2 Monthly Payment Plan: Pay 1 week before the new month starts and cover the full month fee. Any **add-ons** during the month must be paid immediately.

2.7. Add-ons: are any extra services or products not included in your regular Day Care booking, such as additional walks, grooming, or extended hours



3. Reschedule & Adjustment Policy

3.1. Initial Consultation: Can be rescheduled up to 48 Hours before the commencement of the initial consultation.

3.2. Bespoke training course lessons: Can be rescheduled up to 48 Hours before the commencement of the training course lesson.

3.3. Training walks: Can be rescheduled up to 48 Hours before the commencement of the Training Walk.

3.4. Rescheduled Sessions: If any service is rescheduled, the rescheduled service cannot be further rescheduled and should the service be not required or cancelled, the initial fee will not be refunded. During the 48 hours prior to the commencement any service, we will be unable to reschedule and therefore your Service will be cancelled. More detail can be found in Section 4. Cancellation Policy.

3.5. Hatz Off Dog Training: Should Hatz Off Dog Training be forced to cancel any scheduled appointment, notice will be given as soon as possible and will be rescheduled at a time to suit the need of the booker. Any rescheduled sessions will be treated as “non-rescheduled” sessions in this case.

3.6. Bespoke training holidays: Can be rescheduled up to 3 weeks prior of the scheduled holiday date.

3.7. Day care: Can be rescheduled up to 48 Hours before the commencement of day care.

4. Cancellation Policy

4.1. Initial Consultation: If any cancellation is made, no refunds will be offered.

4.2. Bespoke Training lessons: If any cancellation is made, no refunds will be offered.

4.3. Training Walks: If any cancellation is made, no refunds will be offered.

4.4. Bespoke training holidays: If a cancellation is made prior to the 4 weeks before the arrival date, no refund for the deposit will be issued. For all cancellations made within 4 weeks of the arrival date, the full holiday fee will not be refunded.

4.5. Day care: If any cancellation is made, no refunds will be offered.



5. Extreme Weather conditions

5.1. At Hatz Off Dog Training, we prioritize the safety and well-being of our clients' pets, particularly during extreme weather conditions common to the Midlands region. In instances of severe storms, heavy rainfall, extreme heatwaves, or icy conditions, we reserve the right to cancel outdoor activities or modify our services to safeguard all animals under our care.

5.2. Our decisions during extreme weather are made with careful consideration of potential risks to pets and staff. Clients will be promptly notified of any changes to scheduled appointments, and alternative arrangements, such as indoor training sessions or rescheduling, may be offered.

5.3. It is crucial that clients refrain from forcing their dogs out during severe weather. Compliance with safety guidelines is imperative to ensure pets' safety. Failure to adhere to these guidelines may lead to termination of the client's contract with Hatz Off Dog Training.

5.4. By engaging our services, clients acknowledge their responsibility in ensuring their pets' safety during extreme weather conditions. We appreciate your cooperation and understanding in prioritizing your pets' welfare.

5.5. For any questions or concerns about our policies during extreme weather events, please reach out to us for clarification and assistance.

6. Transport

6.1. We can transport around the west midlands, within 10 miles from the client's home to the allotted destination, additional travel time may be charged.

Our business car has been designed for the comfort and well-being of our canine passengers and boasts the following features:

- Up to 4 seats with non-slip matting, cosy bedding and a belt to ensure dog safety.
- Fully insulated with air conditioning for temperature control.
- We will ensure that dogs are not left unattended in vehicles or exposed to high temperatures.
- Safety features including a 24-hour tracker surveillance system.
- Non-spill water bowls, bones, and chews for the journey.
- Classical music to promote calm and relaxation.

Before your dog travels:

- Ensure your dog has relieved itself just prior to boarding.
- All dogs must be on a lead upon collection. (or supplied, if no owner is there upon collection)
- Please ensure your dog's collar (or harness) is securely fitted (or supplied) before handing over your dog.

6.2. While every effort is made to collect and deliver at the arranged time, we cannot guarantee punctuality due to unforeseen circumstances such as traffic conditions. In the event of severe weather or a situation beyond our control, we reserve the right to reschedule an arranged time at short notice in the best interest of the dogs travelling.

6.3. *Please note when you deliver your dog directly to our boarding location, we politely request to only deliver your dog before 9 am on the scheduled day and to be collected between 4pm and 6pm, unless otherwise discussed.*



6.4. Our driver is fully insured and follows our procedures for driving and collecting dogs. You permit Hatz Off Dog Training to transport your dog to any location required by us, and you agree not to hold Hatz Off Dog Training or its staff liable for any injury or death caused by a collision or accident involving any vehicle, at any time, including when your dog is outside.

7. Your Dog's Stay

7.1. House rules: These are designed to help guests be calmer and better mannered not just during their visit, but also when they return home to their family. We prevent barging through doorways, discourage jumping up, barking, over boisterous rough play with other dogs and any other unsociable behaviours. We actively reinforce good behaviours of fast recalls, sitting, good manners, staying, and general calmness. You consent to your dog being walked with other dogs, where applicable, and you will make us aware of any exercise preferences prior to the stay."

7.2. Behaviour: All dogs must be non-aggressive and must not be food or toy-protective. By organising for your dog to attend Hatz Off Dog Training, or other Hatz Off activities, you certify that your dog has never harmed or exhibited any aggressive or threatening behaviour towards any person or another dog and that you have made a complete and honest disclosure of any characteristic or trait that might make your dog unsuitable for day-care. Your dog will be spending time with other dogs, and the safety and health of all our dogs and staff are our primary concerns. Where possible, we will try to help you to address any behavioural issues with your dog. However, we reserve the right to exclude any dog that exhibits any aggressive, threatening, or inappropriate behaviour towards other dogs or humans, or which we, at our sole discretion, believe poses a risk to other dogs or humans, from all our services with immediate effect. Socialising with other dogs is a vital element of a dog's life, and wellbeing and your dog will be in an off-lead environment with other dogs. While this is usually a hugely positive experience, there is, as with any group dog interaction, a risk of dog-on-dog aggression, fights, bites, and even death exists. We do all possible to reduce these risks. At Hatz Off Dog Training, our dogs are always supervised when they are together with other dogs. We place dogs into playgroups with other dogs of similar size, play style, age, breed, and level of energy, and with whom we know there is a good group dynamic. You understand that we will inform you if your dog shows any of the behaviours listed above, and if they do, they will be properly looked after and taken somewhere suitable within the facility.

Our staff are trained to supervise and manage dog interactions, to identify any early signs of frustration or stress to divert the dogs' attention, and how to prevent and resolve any incident that might happen.



7.2.1 Adolescent dogs We at Hatz Off Dog Training are committed to providing special care and attention to young dogs. We ensure that their unique needs are met, including more frequent times for feeding, toileting, habituation, and socialising with adult dogs. We have permission to socialise young dogs with older dogs to aid in their development. Please note that we are not liable for any incidents that may occur during these socialisation sessions.

7.2.2 Aggressive Dog Policy: In the event that Hatz Off Dog Training arrives at a client's residence for a solo session and the dog exhibits aggressive behaviour, we will make every effort to proceed with the appointment. However, we cannot be held liable if we determine that continuing the session poses a danger to ourselves or causes undue stress to the dog. Should the dog be deemed dangerous and/or highly fearful upon arrival and there are subsequent appointments scheduled, we will contact the owner and their emergency contact to discuss how to proceed with future appointments. If the appointment involves feeding, watering, or walking the dog, and we are unable to perform these tasks due to aggression issues, we shall not be held liable. Furthermore, if we are unable to reach the owner or emergency contact within 24 hours of the issue arising, we will consult with a veterinarian to seek their advice on how to proceed. If a dog is deemed too aggressive at our facility, we reserve the right to refuse to allow the dog to finish the day without a refund.

7.3. Health and hygiene: All guests at The Hatz Off have their weight and diets monitored and are groomed regularly. Ears, teeth, eyes, paws, claws, skin, coat, and faeces are regularly checked for any irregularities or foreign bodies. All guests are thoroughly dried after swimming and after wet muddy walks. All guests sleep on cosy, thick washable, wool bedding inside a ventilated sizable compartment/room. All rooms are very well insulated and heated between 15-22c (degrees centigrade). All guests, if applicable, benefit from a groom on departure which may include, claw trimming and filing, ears and eyes cleaning, paw trim and de-matting (when necessary) and a bath and blow dry. We use top-quality natural shampoos and conditioners to keep your dog's coat in excellent condition. If a guest requires urgent medical attention, we have a local 24-hour veterinary hospital available for emergencies.

You agree for us to feed your dog the right make and weight of food each day, which will be discussed prior to the day of service carried out. You give consent for your dog to be fed in the same room as another dog, and you understand that caution will be taken. You understand that we will inform you if your dog is drinking or eating too much or not enough.

You understand that we will contact you if there is evidence of external parasites and that treatment will be discussed with you and a vet before giving treatment to your dog.

7.3.1 Food whilst attending: At Hatz Off Dog Training, we prioritize the health and well-being of all dogs in our care. Owners are required to provide their dog's regular diet to ensure consistency and avoid any digestive issues. We supply treats and pacifiers that fit each dog's unique dietary needs. Please inform us of any specific dietary requirements or restrictions your dog may have.

Liability for Allergies: While we take every precaution to accommodate your dog's dietary needs, Hatz Off Dog Training cannot be held liable for any allergic reactions or health issues that may arise from the food, treats, or pacifiers provided.

7.4. Vaccinations: For the safety and well-being of all dogs in our care, it is mandatory that all dogs are up-to-date on their vaccinations. Required vaccinations include, but are not limited to, rabies, distemper, and parvovirus. Owners must provide proof of vaccination records prior to the first training, day care, or boarding session. These records should be from a licensed veterinarian and clearly indicate the dates of the most recent vaccinations.



Failure to provide up-to-date vaccination records will result in the dog being denied entry to our facility. This policy is in place to ensure a healthy and safe environment for all dogs and staff.

7.5. Medications: Please supply clear written instructions about any medication to be given, this must also please be supplied in writing to us before arrival. Tablets, ointments and injections will be administered at the owner's request, but no responsibility can be accepted by 'Hatz Off' for any consequent complications from an existing condition. 'Hatz Off' reserves the right to call out a veterinary surgeon when we deem it necessary. All fees will be paid by the owner. In the event of a medical emergency, we will contact the owner, however, if unavailable, the owner agrees upon booking to give full consent for their dog to be treated as necessary (including hospitalisation, anaesthesia etc.) Non-urgent medical issues or treatment will be notified in their end-of-stay report. You agree to use the vet that Hatz Off Dog Training provides, as they are the closest to the facility, and time is important. You consent to us giving your dog medicine, which will be discussed prior to the day, and you understand that it will be returned back to you with your dog. You give consent for us to provide any first aid or treatment to your dog if they are ill or injured, and you understand that you may not be informed until after the incident due to the importance of time.

7.6. Accommodation and Location: All of our guests sleep on Vetzyme bedding in a ventilated sizable compartment or room. Otherwise, (if they prefer) some guests sleep on a soft, flat mattress. We create a homely environment within a whole indoor wing of our own home, measuring up to 50m². We ensure that our guests sleep with their friends or other dogs that they are compatible with.

7.7 Crate usage: Your dog may need to be housed in a crate; we will ensure your dog is comfortable and never put into a stressful situation. You agree for us to put your dog in a crate for longer than one hour in any 8-hour period, due to the training laid out to become your dog's new normal routine.

7.8 Enriching activities: your dog will have an enriching stay when they are with us, using but not limited to pacifiers, food puzzles, gameplay, walks and grooming. You agree for us to provide all the enrichment activities listed above, and you understand that they will not be left with your dog unattended and that competition between dogs will be avoided but not guaranteed.

7.8.1 Walking Agreement and Liability Waiver: Clients agree that dogs may be walked off the premises and with other dogs, with a pack no bigger than six dogs per person. Packs will be created based on the right criteria to ensure compatibility and safety. Dogs may also be walked off-lead where it is safe and appropriate to do so. While every effort is made to ensure the safety and well-being of all dogs during these walks, Hatz Off Dog Training cannot be held liable for any incidents, injuries, or accidents that may occur. By agreeing to this clause, clients acknowledge and accept the inherent risks associated with off-premises and off-lead walks.

7.7. Photos and Updates: We appreciate in this instant media age there is an expectation to see photos of moments as they happen. However, due to the demand each dog will require, ensuring full attention, we may not be able to capture these moments on film. We will try to capture moments organically and post them on our social media accounts, as time allows. However, as we immerse ourselves in taking the greatest care of your dogs.

7.8. Training courses feedback: A few days after the arrival of your dog we will provide feedback, as well as mid-term and at the end of the course. At no other time will this be provided as it distracts from our team's focus.



7.9. Security: The Hatz Off is based in Penkridge on the way out of the village, the house is surrounded by school fields, farm land, canals and very low traffic areas. All team members carry radios and Hatz Off is manned 24 hours a day, 7 days a week. All contractors are signed in and out. We also have 2 cats, to help further expose our guests to different species. There are 6 live CCTV cameras active at all times.

Our guests also have access to a private secure garden, which overlooks green school fields, to roam off-lead under the supervision of our trainers so they can enjoy exercise and freedom.

7.10 Veterinary Treatment & Emergency Care

In the event that a dog becomes ill, injured, or otherwise requires medical attention during their stay, *Hatz Off Dog Training* reserves the right to seek veterinary treatment without prior consultation if delay would compromise welfare. The Owner consents to the Provider using their nominated veterinary surgeon or, where necessary, an alternative local practice.

The Owner agrees to cover all veterinary costs incurred during the stay, including but not limited to emergency care, diagnostic procedures, medication, and isolation requirements. *Hatz Off Dog Training* will not be held liable for any veterinary fees, treatment outcomes, or costs arising from pre-existing conditions, chronic care needs, or decisions made by veterinary professionals.

Where time permits, the Provider will make reasonable efforts to contact the Owner or their nominated emergency contact prior to treatment. All veterinary interventions will be recorded and communicated to the Owner at the earliest opportunity.

7.11 Emergency Procedure: We at Hatz Off Dog Training have established comprehensive emergency procedures to ensure the safety and well-being of all dogs in our care. These procedures are available for review upon request.

7.12 In season bitches: At Hatz Off Dog Training, we may decline to board female dogs in season. If accepted, they will be housed separately from male dogs and monitored closely for health and hygiene. Owners must inform us if they suspect their dog to be in season for their stay or tell us immediately when they know. Please note that Hatz Off Dog Training cannot be held liable for any incidents that occur due to the natural behaviour of dogs.

8. Lost Dog Policy:

8.1. While every precaution is taken to ensure the safety and well-being of the dogs in our care, there is always a possibility of unforeseen circumstances, including a dog becoming lost during a walk or training session. In such unfortunate events, Hatz Off Dog Training cannot be held liable for the loss of the dog.

8.2. Clients are advised to ensure their dogs are properly fitted with secure collars or harnesses and identification tags containing current contact information before participating in any activities with Hatz Off Dog Training. Additionally, microchipping is strongly recommended as an added measure of identification.

8.3. In the event that a dog becomes lost during a walk or training session, every effort will be made to locate and safely return the dog to its owner. However, Hatz Off Dog Training and its staff cannot guarantee the successful retrieval of a lost dog, nor can they be held responsible for any damages or expenses incurred as a result of the loss.



8.4. By engaging our services, clients acknowledge and accept the inherent risks associated with outdoor activities and understand that Hatz Off Dog Training cannot be held liable for the loss of a dog during walks or training sessions.

8.5. Death of a dog: In the unfortunate event of a dog's death while in our care, we will handle the situation with the utmost sensitivity and respect. The deceased dog will be immediately transferred to our partnered veterinary facility for proper storage and handling. The veterinary staff will contact the owner to discuss further arrangements and provide support during this difficult time. Hatz Off Dog Training will assist in any way possible to ensure the owner's wishes are respected and followed. Please note that Hatz Off Dog Training cannot be held liable for any incidents that occur due to the natural behaviour of dogs.

9. Responsibility in the case of injury:

9.1. The overwhelming majority of minor injuries, cuts and scrapes that occur are the result of wrestling or friendly play, and are caused accidentally, or when play becomes slightly overexcited. These must be accepted as 'par for the course', and any treatment for such a minor injury will be the responsibility of the owner of the dog who suffered a minor injury. Altercations between dogs can have a cause that is not necessarily apparent from any resulting injury. For example, a dog who is injured in an incident may be the one responsible for causing the incident, and the injury the result of another dog's defensive reaction. In the event of such an occurrence, any liability for costs, including vet's bills and damages will be the responsibility of the owner of the dog that sustained an injury, unless we determine that one dog is 100% solely responsible.

9.2. In the case of any dog-on-dog incident resulting in injury, Hatz Off Dog Training will, at its sole discretion, determine which dog is responsible and which owner liable for costs, and our decision will be final. This is because our team will have witnessed the incident first hand and are, therefore, in the best position to adjudicate on the matter.

By organising for your dog to participate in Hatz Off Dog Training's daycare or activities, you agree to accept Hatz Off Dog Training's decisions concerning minor injuries and scrapes.

9.3. While we undertake our best endeavours, including comprehensive screening of all dogs, and highly trained and experienced staff of carers, Hatz Off Dog Training cannot be held responsible for the actions of any dog. By sending your dog to Hatz Off Dog Training and other activities, you agree that you understand and accept these risks and that you will not hold Hatz Off Dog Training or its staff responsible in the event of any incident involving your dog.

9.4. Disclaimer: Dogs, like humans, are not machines and success cannot be guaranteed in all quarters, particularly when a dog has a severe behavioural problem. In that event, referral to one of our recommended behaviourists may be suggested.

We assure you that every possible care and attention will be always given to your dog, however we cannot accept responsibility for accidents, illness or other unforeseen events that are beyond our control. If we are not happy with your dog's progress at any time during your dog's training course, we reserve the right to extend the duration of the course.

10. Training Results

10.1. Please appreciate at the end of your dog's training course, if your dog fails to behave at home as well as he/she did during your joint training sessions on departure this is likely to be due to one or all of the following:

- Your relationship and bond with your dog is still unbalanced.



- Your dog is not getting mentally and physically stimulated enough.
- The rules and communication techniques given in writing and explained during the joint training sessions need to be followed through and contained on return.
- You need to be far more exciting and rewarding from your dog's perspective.

10.2. Individual Differences: Each dog is unique, and their response to training can vary significantly based on factors such as age, breed, temperament, past experiences, and overall health. As such, while we use proven training methods and techniques, the speed and extent of progress may differ from one dog to another.

10.3. Owner Involvement: Successful dog training requires active participation from the owner. Consistency and reinforcement of training techniques at home are crucial for long-term success. We provide guidance and resources for owners to continue training outside of scheduled sessions.

10.4. Behavioural Challenges: Some behavioural issues, especially those that are deep-seated or have been present for a long time, may require extended periods of training and reinforcement. We will work with owners to set realistic goals and expectations, and to develop a comprehensive training plan.

10.5. Training Commitment: Owners should commit to attending all scheduled training sessions and practice the techniques demonstrated during these sessions regularly. Skipping sessions or inconsistent training at home can impede progress and affect overall results.

10.6. Follow-Up Support: We offer follow-up support and additional resources to help owners maintain and build upon the training their dog receives. This may include supplementary materials, periodic check-ins, and refresher sessions if necessary.

10.7. Limitations: There are certain limitations to what training can achieve. Some behaviours may be managed rather than completely eliminated, and ongoing maintenance might be necessary to ensure continued compliance from the dog.

10.8. Communication: Open communication between the trainer and the owner is essential. Owners should feel comfortable discussing any concerns, challenges, or questions they may have about their dog's progress. Regular updates and feedback from both sides help in making necessary adjustments to the training plan.

10.9. Environment and Socialization: The dog's environment plays a significant role in their training progress. We encourage owners to expose their dogs to various environments and social situations, as controlled exposure can help generalize the behaviours learned during training sessions.

10.10. Post-Training Behaviour: We are not liable for any regression or deterioration in the dog's behaviour once they leave our facility. While we strive to equip both the dog and owner with the tools for continued success, the maintenance of trained behaviours depends significantly on the owner's ongoing commitment and adherence to the training protocols at home.

10.11. Participation with Other Facilities: Participating in training programs or services at other dog training facilities may interfere with the specific training models and techniques used by Hatz Off Dog Training. While you are free to use such services at your own discretion, Hatz Off Dog Training cannot be held liable for any decrease in your dog's behaviour as a result of participation in other training programs.

By understanding these aspects, owners can better support their dog's training journey, ensuring a more effective and rewarding experience for both the dog and themselves.



HATZ OFF DOG TRAINING

Hatz Off Dog Training will endeavour to offer only sound, safe, and responsible care for all dogs. However, it is the owner's responsibility to understand the risks inherent in taking care of dogs, including but not limited to interactions with other dogs and potential exposure to disease and parasites such as but not limited to fleas. Furthermore, owners will remain responsible for the actions of their dogs at all times and agree to indemnify and hold harmless Hatz Off Dog Training of any and all claims of injury, expense, costs, or damages caused by the actions of their dog while under The Hatz Off's care Data Protection.

By booking any of the services provided by Hatz Off Dog Training you are agreeing to these Terms & Conditions outlined within this document.