



Fandango Consultations

Dog Trainer & Behaviourist

Client Contract

Contact Information

Tel: 0798 354 7008

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Terms and Conditions

All training sessions, either confirmed or pending are subject to Fandango Consultations Terms and Conditions.

All sessions made via, phone, message, social media, email or any other method are subject to these conditions and the booking of a session/s constitutes acceptance of these terms.

Continued use of our services indicates acceptance of these terms with regards to each booking.

These Terms and Conditions set out an agreement between you 'The Customer' and Fandango Consultations.

Private 1-2-1 Sessions

Inclusive of all sessions

1. All dogs being trained must be fully vaccinated at the commencement of training

1a. In the event of a puppy that has not yet received its second /third vaccination and therefore is not fully covered, Home Visits can be booked and take place in 'The Customers' own home

2. All dogs must be fully Flead and Wormed and be on a regular maintenance schedule to ensure fleas and worms are eliminated.

3. All dogs must be microchipped, and wearing the correct ID tag as in accordance with the law.

4. The Customer is responsible and liable for any and all accidents/injuries to themselves, their dog, their property and any other persons in attendance during the sessions. At no point is Fandango Consultations liable for any accident, injury or damage incurred.

5. Should a bitch be in season at the time of a booked session, this should be expressed to the trainer via email, phone or message at least 48hrs prior to the booked session.

5a. In the event of a field or outside training session it will be the discretion of the trainer along with the information provided by The Customer that will determine if the session will go ahead.

5b. In the event of a Home Visit the session will remain unaffected, provided the bitch is showing normal temperament for themselves and is otherwise unaffected. In the event of a Home Visit the trainer should still be made aware.

5c. Providing The Customer informs the trainer of the season 48hrs prior to the session and in the event of a session not being able to proceed the session is able to be transferred to an alternative date in line with the trainers availability.

5d. Should The Customer fail to inform the trainer of the season 48hrs prior to the session the session is non transferable or refundable and full payment will be required.

6. Fandango Consultations accepts no responsibility for loss of possessions or dogs during a session.

7. During outside sessions, all dogs must be kept on lead unless otherwise instructed.

8. No more than 2 people are permitted to attend training sessions, unless otherwise expressed to and agreed by the trainer.

9. All children under 18 years of age must be accompanied by an adult at all times.

10. Harsh handling, prong collars, e-collars, physical corrections (unless otherwise instructed) and any other method or item perceived to be aversive are not permitted at any time. Any Customer seen to use any such methods will be required to remove the detailed aversive method/item and will be appropriately advised how to alter their handling approach, failure to adhere to these instructions will result in a immediate termination of the session. A refund will not be issued under these circumstances and/or full payment will be required.

11. Fandango Consultations accepts no responsibility for any damage to, theft of, or for Customers vehicles. Please do not leave valubles in cars and never leave dogs unattended in a vehicle.

12. In the event of outdoor training sessions uneven terrain and/or harsh weather conditions may be encountered. Fandango Consultations cannot be held liable for any problems caused by the weather, including slippery surfaces or uneven terrain. The Customer should wear appropriate clothing and footwear for the session.

13. In the event The Customers dog toilets during a session this must be immediately cleaned up and disposed of in the bins provided at the training location. Should no bins be present (i.e. in remote areas) The Customer should clean up the toileting and take this home with them for disposal. The Customers should carry poo bags on them, however spare poo bags will also be carried by the trainer.

14. Fandango Consultations must be made aware of any and all behavioural problems prior to accepting a booking of a session. Equally, The Customer holds the responsibility to alert Fandango Consultations to any and all problem behaviours exhibited once training has commenced.

Bookings and Payments

15. All sessions can be booked with Fandango Consultations via email, phone, message, whatsapp or instagram. Confirmation of the bookings including details of required consultation will be communnicated following first contact.

16. Full payment is required upfront (day of booking) for 1-2-1 sessions, consultations and behaviour modification sessions. If payment is not received at the time of booking, the time/date will be made available to other parties awaiting training sessions.

17. For training packages and/or block bookings (block bookings are considered as 4 or more sessions booked at one time in advance), full payment is not required at time of booking, however 50% of the full package or number of booked sessions is required. The remaining balance is to be paid prior to the start of the first booked session.

18. For packages and block bookings, should the deposit of 50% be made but the remaining 50% not paid up to 24hrs prior to the start of training sessions the paid 50% will be non-refundable. Contact will be made to advise the remaining 50% needs to be made. This may result in sessions being rescheduled or cancelled if no further payment is made.

19. Bookings are pre-paid sessions which are non-transferrable to another person/dog.

20. It is The Customers responsibility to monitor the bookings, ensure payment is made to avoid cancellation and make contact to rearrange a non-attendable session at least 48hrs prior to a session.

21. Invoices will be generated and emailed to The Customer to request payment, it is the responsibility of The Customer to follow the instructions to make payment.

Cancellation Rights

22. 1-2-1 sessions are non-transferrable to another person/dog

23. Should The Customer cancel their booking with more than 10 days notice, they will receive a full 100% refund, or the option to rearrange their booking to a new date (subject to the trainers availability).

24. Should The Customer cancel their booking with more than 5 but less than 10 days notice a 50% refund will be provided, or the option to rearrange their booking to a new date (subject to the trainers availability).

25. Should The Customer cancel their booking with less than 5 days notice no refund will be given, the option to rearrange their booking will be provided (subject to the trainers availability).
26. Should The Customer not show up for the session, no refund will be issued or rearrangement of the session.
27. Should The Customer leave the session through choice or requirement, payment will be forfeit. All future sessions will require full payment.
28. Should The Customer not show up for the session and contact following the session a refund will not be given.

Fandango Consultations Rights

29. Fandango Consultations reserves the right to cancel the training contract (at any time with immediate effect) if it is considered continuation of training poses a risk to the trainer or other persons/animals.
30. Fandango Consultations reserve the right to refuse any booking to anyone for any service should it be deemed inappropriate.
31. The trainer will use personal judgment in regards to weather and adverse conditions and may cut a session short if it is deemed unsafe to continue. Such situations would include but are not limited to; extreme heat, thunder storms, hail storms, torrential rain, snow/ice and any other situation that may affect the trainers or The Customers ability to effectively train and/or travel safely. This decision is that of the trainers to ensure safety of the trainer, The Customer, animals and the public. Any such sessions will be subject to the trainers discretion as to a partial refund or rescheduling of the session. Equally, neither may be offered based on the trainers judgment.
32. Training methods used are force free. Continued commitment from The Customer to ensure 'Homework' and training plans are followed is needed to progress the animal and gain the best result. Failure to follow the training plans/homework provided will result in slower progress.
33. The Customer is expected to work alongside the trainer and continue their dogs training journey long-term.

34. All and any dogs that are known to bite other dogs, people or cause injury must wear a muzzle during training sessions. Fandango Consultations bares no responsibility for dogs who are not muzzled or kept under control, during sessions or when working outside of sessions. Failure to provide and wear the appropriate muzzle where needed/asked may result in termination of the training session and all future training session. No refunds will be given under these circumstances.

35. As a trainer I am more than happy to train with all breeds of dog including XL Bully breeds, as long as the Customer has read and agrees to the terms and conditions stated in this document. As a buisness I must follow the guidelines set by law, that being said, from 31st December 2023 under the new law regarding XL bully breeds the following conditions must be followed and apply to all training sessions with Fandango Consultations; the dog must be registered with the index of exempted dog (IED) and a copy of the certificate provided for our files, a copy of the public liability insurance certificate provided for our files, the handler follows a 1:1 ratio, the dog must be muzzled, neutered and kept on lead and muzzled in public places. Fandango Consultations must follow the guidelines.

35. There may be occassions where a stooge dog is used to aid training. It is the responsibility of The Customer in these instances to keep their dog under control and maintain a safe distance from the handler and stooge dog/s.

36. The Customer is happy for Fandango Consultations to share success stories, including photos, and gives permission for before and after images and videos to be collected to be used on Fandango Consultations website and social media pages.

37. The Customer is happy and willing to write a testimonial if requested.

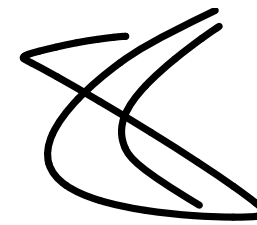
38. The Customer agrees to check in regularly and provide detailed feedback of the dogs behaviour inbetween and following sessions. This will allow for ammendment of training techniques if/when required. Continual failure to do so may result in termination of the contract and cancellation of all future training sessions, this would result in a forfeit to any payments made for future sessions.

39. Fandango Consultations reserves the right to refuse any Customer.

40. Physical and verbal abuse of any kind will not be tolerated under any circumstances.

Please ensure you have read these Terms and conditions thoroughly before signing. Signing of this document constitutes acceptance of these terms and conditions to which you will be held accountable.

Thank you,
Signed, SMJ, Fandango Consultations

A handwritten signature in black ink, consisting of several overlapping loops and a final flourish.