

## Terms & Conditions

### Class size

A minimum of 2 dogs are required to run the classes each week.

### Payment

Full payment of £10 per dog per class is due by Wednesday before each week (day before).

Payment is made via bank transfer (reference your full name) to the following account:

Account number: 36626960

Sort Code: 30-94-87

### Registration

You can register to join the classes by a filling in the registration form provided. Once you have completed the form and read the Term, Conditions and Privacy Policy document, you need to email your completed form to: [liz.naturestherapies@gmail.com](mailto:liz.naturestherapies@gmail.com)

Once the registration form has been received your place in the class will be confirmed and you will be invited to join the Facebook group related to these classes.

### Handlers

This refers to the person(s) who will be accompanying and handling the dog during their time on the course. We politely request that each dog comes with only **2 handlers maximum** per session. This helps to prevent confusion and maximise concentration for the dog during the session. Persons under the age of 16 must be accompanied by an adult at all times.

### Health & safety

It is vital that you ensure you follow exact instruction given by either Liz Marden during the dog training classes. This includes when you may or may not touch other people's dogs and the distance in which you must keep your dog from the other dogs in the group. This is to prevent any health and safety issues from arising.

Liz is a fully qualified Animal Behaviourist who is experienced in handling cases of dog aggression. She has also taken courses in Animal First Aid.

## Cancellations

Please note that Nature's Therapies holds the right to cancel any of the classes. This is to ensure public and animal safety when on site and during the classes.

Short notice cancellations are highly unlikely but could be caused by extreme weather conditions such as snow and ice, illness, injury or the site becoming unsafe. We will endeavour to give 24 hours' notice of any cancellations where possible.

**Classes will be cancelled if there is a lack of attendees (2 participants minimum booked by Wednesday each week via the Facebook group).**

## Refunds

Refunds will only be offered to customers who pay in advance for a week's class that then does not go ahead due to Liz cancelling that class.

Sessions will start at 6:30pm each Thursday and end at 7:15 unless specified otherwise by Liz Marden. If you turn up late for class you will still have to pay the full amount of £10.

## Instructors and advice

The instructor for these classes is Liz Marden. Liz has an Honours Degree with the University of Greenwich in Animal Behavioural Science & Welfare, is a certified animal/ canine behaviourist and trainer with INTOdogs and ICAN and has also achieved a Level 3 teaching qualification with City & Guilds, enabling her to teach animal management in Colleges. Liz has over 10 years' experience working in the industry and regularly attends continued professional development events and workshops to ensure that she is up to date with the latest research and methods in animal behaviour and training including first aid.

Liz is also a multi award winning animal behaviourist, including winning the Prestige awards for animal behavioural services of the year South West 2020/21.

If you have questions in class about your animal please ask these directly to Liz rather than asking another member of the class, also please do not give another member of the class training or behavioural advice for their animal, even if you have heard Liz give that particular advice to someone else. This is to ensure that the best advice and methods are given to each individual animal based on their needs and requirements.

## Privacy Policy

In line with GDPR regulations 2018, the following details Nature's Therapies privacy policy:

Nature's Therapies is owned by Liz Marden who is an award winning, certified and qualified Animal Behaviourist and Trainer (BSc Hons), as well as being a Level 2 qualified Sekhem Reiki practitioner.

Personal information such as phone numbers, addresses and emails will not be passed on to any 3<sup>rd</sup> party organisations outside of Nature's Therapies.

Personal information will only be used in order to contact you about a service you are currently using with Nature's Therapies, to request a review, or to offer you any future events, special offers or courses/ workshops that may be running.

If you agree to this policy on the registration form, you are also giving Liz Marden permission to take yours and your animal's photograph to use for her business purposes, such as posting them on social media platforms including Facebook, Instagram and Twitter, as well as on the Nature's Therapies website [www.natures-therapies.co.uk](http://www.natures-therapies.co.uk)

Information provided on yourself and your animal may be kept on file for up to 5 years at Nature's Therapies. As per the GDPR regulations you may request to see this information at any time.

Signed: Liz Marden

Nature's Therapies



17<sup>th</sup> May 2021