

FurFit Terms and Conditions

1. Definitions

“Business” refers to FurFit.

“Client” refers to the owner or legal keeper of the dog(s).

“Dog” refers to any animal under the care, training, walking, or behavioural consultation services provided by FurFit.

“Services” refers to dog walking, training, behavioural consultations, pet care, transport, and related services.

2. Acceptance of Terms

By booking or using the Services, the Client confirms they have read, understood, and agreed to these Terms and Conditions.

FurFit reserves the right to amend these Terms at any time. Updated versions will be made available on request or via the FurFit website.

3. Client Responsibilities

The Client agrees that:

They are the legal owner or authorised keeper of the Dog.
All information provided about the Dog is accurate and complete.
The Dog is vaccinated, microchipped, and up to date with flea and worm treatment unless otherwise agreed in writing.
The Dog is fit and healthy enough to participate in Services.
The Dog has not shown aggression or dangerous behaviour unless disclosed in advance.
FurFit must be informed of any medical conditions, behavioural concerns, bite history, anxiety, reactivity, or legal restrictions affecting the Dog.

Failure to disclose relevant behavioural or medical information may result in immediate termination of Services without refund.

4. Aggressive or Dangerous Dogs

FurFit reserves the right to refuse or stop Services where a Dog displays behaviour considered unsafe to staff, other dogs, the public, or property.

Dogs subject to restrictions under the Dangerous Dogs Act 1991 or related legislation must be declared before booking.

Muzzles, leads, or management equipment may be required at FurFit's discretion.

5. Dog Walking Services

The Client acknowledges that:

Dogs may be walked individually or in groups unless otherwise agreed.
Walk locations and routes are determined by FurFit.
Dogs may be transported in a secured vehicle.
Off-lead walking will only occur with the Client's written consent and where considered safe by FurFit.
No guarantee can be given that a Dog will always remain clean or dry during walks.

FurFit reserves the right to keep any Dog on lead where safety, recall reliability, livestock, wildlife, weather, or public conditions require it.

6. Training and Behaviour Services

Training and behaviour work uses reward-based and welfare-conscious methods.

The Client understands and accepts that:

Results cannot be guaranteed.
Behaviour modification depends on consistency, environment, handling, genetics, and owner compliance.
Progress may vary between dogs.
The Client is responsible for implementing training advice and management plans.

FurFit is not liable for outcomes resulting from failure to follow recommendations.

7. Veterinary Treatment and Emergencies

In the event of illness, injury, or emergency, FurFit may seek veterinary treatment where reasonably necessary.

The Client authorises FurFit to act in the Dog's best interests if the Client cannot be contacted immediately.
All veterinary costs and associated expenses remain the responsibility of the Client.

FurFit will make reasonable efforts to contact the Client before treatment wherever practicable.

8. Insurance and Liability

FurFit maintains appropriate public liability insurance.

While reasonable care and attention will be exercised at all times, the Client acknowledges that working with animals carries inherent and unpredictable risks.

FurFit shall not be liable for:

Illness, injury, death, loss, or theft arising from circumstances beyond reasonable control
Damage caused by the Dog to persons, animals, vehicles, or property
Escape of a Dog that has unreliable recall, insecure equipment, or undisclosed behavioural issues
Third-party claims arising from the Dog's behaviour

Nothing in these Terms excludes liability for death or personal injury caused by negligence or any liability that cannot legally be excluded under UK law.

9. Payments

Payment terms:

Fees must be paid at the time of service, or within 5 days of invoice, unless agreed otherwise.
Block bookings or packages must be paid in advance.
Late payments may incur additional charges.
Services may be suspended for overdue accounts.

All prices are stated in GBP.

10. Cancellations and Refunds

The Client must provide at least 12 hours' notice for cancellations.

Late cancellations may be charged in full.
FurFit reserves the right to cancel Services due to illness, emergencies, unsafe weather, vehicle breakdown, or other unforeseen circumstances. Where possible, alternative arrangements or refunds will be offered when the Business needs to cancel.
Training packages, walks and behavioural consultations are non-refundable once commenced unless required by law.

11. Access to Property

Where keys, alarm codes, or property access are provided:

FurFit will take reasonable care to safeguard security information.
The Client confirms FurFit has permission to enter the property for agreed Services.
FurFit is not responsible for loss or damage arising from faulty locks, security systems, or property defects.

12. Data Protection and Privacy

Personal information will be processed in accordance with applicable UK data protection legislation, including the UK GDPR and the Data Protection Act 2018.

Client information will only be used for business operations, service delivery, emergency contact purposes, and legal compliance.

13. Photos and Social Media

FurFit may take photographs or videos of Dogs during Services for training records or promotional purposes.

The Client may opt out of promotional use by notifying FurFit in writing.

14. Force Majeure

FurFit shall not be liable for failure or delay in performing Services due to events outside reasonable control, including severe weather, road closures, illness, government restrictions, or emergencies.

15. Termination

FurFit may terminate Services immediately where:

The Dog presents a safety risk
The Client breaches these Terms
Payments remain overdue
Staff experience abusive or inappropriate behaviour

The Client may terminate Services by providing written notice.
Outstanding fees remain payable.

16. Governing Law

These Terms and Conditions shall be governed by and interpreted in accordance with the laws of England and Wales.

Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Terms and Conditions For Training Classes

Agreement to Terms

By booking and/or attending any training class, workshop, or service provided by FurFit, you acknowledge and agree to these Terms and Conditions.

Training Methods

At FurFit, all training is based on modern, ethical, reward-based training methods that prioritise your dog's welfare, learning, and emotional wellbeing.
The use of harsh handling, physical force, intimidation, punishment, or aversive training equipment is not permitted during any FurFit session. This includes, but is not limited to:

- Prong collars
- Choke chains/check chains
- Slip leads used as correction tools
- Shock collars (e-collars)
- Spray collars
- Any other equipment or technique deemed inappropriate by the trainer

FurFit reserves the right to ask handlers to remove unsuitable equipment or, where necessary, refuse participation in a session if training methods used are incompatible with our welfare standards.

Payment, Cancellations and Refunds

Payment is required when booking unless agreed otherwise in writing.

Group Training Classes

- Training class spaces are limited and reserved upon payment.
- Class fees are non-refundable once a course has commenced.

- If you are unable to attend a particular class within a course, missed classes cannot normally be refunded or transferred.
- In exceptional circumstances, FurFit may offer alternative arrangements at its discretion, but this cannot be guaranteed.

Cancellation by FurFit

If FurFit needs to cancel or postpone a class due to adverse weather, illness, venue issues, or other unforeseen circumstances, every effort will be made to provide an alternative date. If a replacement class cannot be arranged, clients will receive a refund for the affected session.

Safety

The safety of all dogs and handlers is a priority.
By attending classes, you agree that:

- Your dog remains under your control at all times.
- You are responsible for ensuring your dog's behaviour does not place other people or dogs at risk.
- Any accidents, injuries, or incidents must be reported to the trainer immediately.
- Dogs should be handled using suitable equipment that allows safe control.
- Flexi leads (extendable leads) are not permitted during classes due to safety concerns.
- Dogs must remain on lead unless specifically instructed otherwise by the trainer.

FurFit reserves the right to ask any dog or handler to leave a class if their behaviour presents a significant safety risk.

Children

Children are welcome to attend classes when accompanied and supervised by a responsible adult.

- Parents and guardians remain fully responsible for their children at all times.
- FurFit accepts no responsibility for the supervision of children attending sessions.
- Anyone under the age of 16 must be accompanied by an adult.

Health and Vaccination

Owners are responsible for ensuring their dog is fit and healthy to attend training classes.
Before attending, owners should ensure that:

- Their dog is appropriately protected against the risk of infectious disease.
- Their dog is receiving suitable parasite prevention where applicable.
- Their dog is not showing signs of illness.

Please do not attend class if your dog is displaying symptoms such as:

- Vomiting
- Diarrhoea
- Persistent coughing
- Nasal discharge
- Any suspected contagious condition

If your dog develops an illness prior to a class, please contact FurFit to discuss whether attendance is appropriate.

While reasonable measures are taken to maintain a safe and clean training environment, attendance at group classes inevitably carries some risk of exposure to infectious diseases. By attending, owners accept responsibility for their dog's health and wellbeing.

Owners must also inform FurFit before the start of the course if their dog:

- Has known allergies or dietary restrictions
- Has medical conditions that may affect training
- Is receiving veterinary treatment
- Has any special handling requirements

Behaviour and Suitability for Classes

To ensure a safe and productive learning environment, owners must provide accurate information regarding their dog's behaviour when booking.

FurFit reserves the right to determine whether a dog is suitable for a group class environment.

Dogs displaying significant aggression, severe fear-related behaviour, or behaviour that may compromise the safety of others may be referred to private training or behaviour support instead.

This decision is made solely in the interests of welfare and safety for all participants.

Photography, Marketing and Privacy

Photographs and videos may occasionally be taken during training classes for educational, promotional, and marketing purposes.

These images may be used on:

- Social media platforms
- The FurFit website
- Printed marketing materials
- Other business-related promotional content

If you do not wish photographs or videos featuring you or your dog to be used, please inform FurFit in writing.

Client testimonials, reviews, and feedback may also be used for marketing purposes. Only first names will be used unless specific permission has been granted for additional information.

Personal information will be handled in accordance with applicable data protection legislation and will not be shared with third parties without consent unless legally required.

Disclaimer and Limitation of Liability

FurFit will always take reasonable precautions to help ensure the safety of dogs, handlers, and spectators during training activities.
However, by attending classes, you acknowledge that working with and around dogs carries inherent risks.
You accept full responsibility for:

- Your own safety and actions
- The actions and behaviour of your dog
- Any injury, loss, damage, or costs arising from your dog's behaviour

FurFit accepts no liability for injury, illness, loss, or damage suffered by any person, dog, vehicle, equipment, or personal property except where required by law.
Attendance at any FurFit class is entirely at the participant's own risk.
Your dog remains your responsibility at all times, whether or not instruction is being provided by the trainer.