



Thank you for choosing to visit Peak Performance Dog Training

This document outlines the basis of your contractual relationship with Peak Performance Dog Training.

We kindly ask that you read through, understand and accept the contents prior to your visit.

TERMS OF BUSINESS

1. These Terms and Conditions apply to all individuals and spectators that attend and must be adhered to at all times. Booking or attendance to any session or spectating, including the hire of the venue by pet professionals shall be deemed an acceptance of these Terms and Conditions.
2. It is your responsibility as an owner/handler to be in control of your own dog at all times. The booking will be made under one name however all handlers/owners are responsible for the dog in their control.
3. Parents or guardians are deemed responsible for their children and they must be supervised at all times.
4. Peak Performance Dog Training will not accept any responsibility or liability for any injury, accident, damage or illness to any person, property or animal, or for any loss, arising out of, or occurring at any booking. It shall be a condition of entry/hire of the unit that each entrant shall indemnify the organisers against any legal action whatsoever arising from any accident.
5. All attendees must take all reasonable precautions to avoid and prevent accidents occurring and must follow the instructions of the staff, notices and safety procedures at Peak Performance Dog Training.
6. All dogs must be kept on short leads in The Akademy carpark and grounds. During your session inside the unit you will be able to let your dog off lead safely.
7. There are many people and children that use the facilities at The Akademy Business Centre throughout the week. Please be respectful of the grounds and other visitors by toileting your dog only in the designated areas which you will be shown on your first visit. You may also visit Frith Wood before your session which is to the left of the carpark.
8. Please toilet your dog before your session. For puppies it is suggested that you let them have a toilet break outside 10-20 minutes after arriving too. Toileting and

accidents your responsibility as an owner to clean up not the responsibility of staff or volunteers. Cleaning equipment and waste bags are available if needed.

9. All dog waste must be removed without a trace. There is a nappy bin inside the unit in which waste can be disposed - please ensure solid waste is bagged twice. There is also a waste bin at the bottom of the drive at the entrance to Frith Wood.
10. Please wear clean footwear as you would in an ordinary gym - ideally comfy trainers. This minimises cleaning between appointments and keeps the space clean for everybody. If you arrive after a muddy walk please bring clean shoes to change into and a towel for your dog.
11. Please ensure that your dog and their paws are as clean as possible when you arrive. You are welcome to bring your own towel or borrow one of ours if needed.
12. Payments for all services are required at the time of booking. Peak Performance Dog Training appreciates that on occasion appointments may need to be cancelled. Provided that 24 hours' (48 hours' for Canine Professionals) notice is given by the client we will not charge a cancellation fee. Where 24 hours (48 hours' for Canine Professionals) notice is not given full payment for the session will apply. Peak Performance Dog Training will make all reasonable efforts to contact owners if an appointment needs to be changed or cancelled, but will not accept liability for any losses or damage.
13. Dogs with or with signs of infectious or contagious conditions (including eye, ear, or skin infections, vomiting, diarrhoea, kennel cough) will not be allowed attend their session. Please inform us as soon as your dog is unwell and allow 24 hours' notice when cancelling an appointment. Normal cancellation conditions apply.
14. Bitches in season will not be able to attend sessions until their season has finished. Normal cancellation conditions apply.
15. There is a limit of two dogs per session during private gym bookings - the dogs must know each other and get along. There may be an exception here if you are a pet professional or can demonstrate you are able to safely handle two or more dogs and prior agreement has been made with Peak Performance Dog Training.
16. Please only enter at the time of your session and leave as soon as possible when your session is over. This is to ensure a smooth turn around between bookings and reduce the risk of dogs crossing paths.
17. Your dog must be registered with a Veterinarian, have up to date vaccinations and flea and worming treatment*. We take this a basis of trust and do not need any documentation.
18. Owners are advised not to feed their dog at least 1.5 (ideally 2) hours prior to their exercise session and at least 1.5 (ideally 2) hours after the session. Small treats may be used during training.
19. Late arrivals will be able to attend their session but the session will be shortened in order to finish the session on time.

20. Please tidy away any equipment or toys that you use and leave the space as you found it. If you find any damage to equipment or toys please let a member of staff know. If you or your dog is responsible for the damage we will request from you at the time to recover the equivalent cost.
 21. If rewarding with food treats please bring treats that are reasonably solid - biscuits, cubed hard cheese or similar and make sure there are no treats left on the ground or squashed on the floor when you leave.
 22. Owners are required to inform us as soon as possible if their dog is prescribed a new medication, show any signs of lameness, a change in their behaviour or develop any new medical conditions.
 23. During private gym hire owners are responsible to judge the limitations of their own dog and not push or over-stretch their abilities. This will be discussed during your first session induction with staff and will vary between individual dogs.
 24. Any individual seen to be causing distress or suffering to any animal will be asked to leave the unit and will be reported to the appropriate authorities.
 25. Owners are able to take photos and video footage of their own dogs during their sessions. These must demonstrate the ethos of Peak Performance Dog Training of force-free positive training and not put Peak Performance in disrepute. Particularly if sharing online or on social media.
 26. We welcome any dog, any size however if your dog has behavioural difficulties where there's potential aggression or reactivity please **contact us** to have a chat, it may be that you come for an assessment first. Your safety and your dog's safety is paramount. This applies to all sessions and courses.
 27. If your dog is banned under Breed Specific Legislation (BSL) and you would like to book a session please **contact us** first so we can discuss regulations, licensing and insurance associated with this. If you do not inform us prior to booking and we suspect your dog is a banned breed when you arrive you will not be allowed entry and full fee for the session will not be reimbursed.
 28. Peak Performance Dog Training cannot accept any responsibility for any loss or damage to personal belongings in the Peak Performance Dog Training unit, grounds or parking areas.
- * if there is evidence that your dog brings fleas into the venue this causes serious business interruption for at least two days and the premises will need to be fumigated. The costs associated will be charged to you and you will not be welcomed back to the venue.

Peak Performance Dog Training, Unit 7 The Akademy Business Centre, Callywhite Lane, Dronfield S18 2XR

These Terms are subject to alteration. Correct as of May 6 2024