

Terms & Conditions

Gio and the Dogs

1. About These Terms

These Terms & Conditions apply to all services provided by Gio and the Dogs.

By booking or making payment for any service, you confirm that you:

- Have read and understood these Terms & Conditions
- Agree to be bound by them

These terms apply to:

- One-to-one training sessions
 - Dog training walks
 - Group training classes
 - Workshops
 - Any other services provided by Gio and the Dogs
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2. Business Details

Gio and the Dogs is operated by:
Giorgia Cuccolo / Gio and the Dogs

Contact:

gio@gioandthedogs.com

3. Training Methods & Equipment

Training at Gio and the Dogs is based on modern, science-based methods using positive reinforcement.

Training will always be:

- Kind and reward-based
- Fair and humane
- Focused on the welfare of both dog and guardian

The following equipment is not permitted at any time:

- Choke chains
- Prong collars
- Spray collars
- Electric or vibration collars
- Any equipment designed to cause fear, pain, or discomfort

Dogs must wear:

- A well-fitting harness (preferred), or
 - A flat collar with a fixed lead
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4. Client Responsibilities

By booking a service, you agree that:

- You are responsible for implementing the training advice provided

- You will practise recommended exercises between sessions
- Your dog's behaviour and welfare remain your responsibility at all times

You acknowledge that:

- Training and behaviour change require time, consistency, and commitment
 - Results cannot be guaranteed due to factors including the individual dog, environment, and consistency of practice
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5. Behaviour Disclosure

Guardians must disclose any relevant behavioural history before sessions begin.

This includes (but is not limited to):

- Aggression towards people or dogs
- Growling or lunging
- Previous bites
- Severe fear or anxiety

Failure to disclose relevant information may result in:

- Modification of the session
 - Immediate termination of the session if safety is at risk
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6. Right to Refuse or Stop Services

Gio and the Dogs reserves the right to:

- Refuse or decline bookings
- Stop or modify a session at any time

This may occur if:

- A dog presents a safety risk
 - A guardian does not follow safety or training instructions
 - The welfare of any dog or person is compromised
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7. Bookings & Payments

- An invoice will be issued after booking
- Payment must be made within the timeframe stated on the invoice
- Payment must be received at least 24 hours before the session unless otherwise agreed
- Services cannot begin until payment is received
- Prices are confirmed at the time of booking

Guardians must be 18 years or older to book services.

8. Refund Policy

Payments are non-refundable except where required by applicable consumer law.

In exceptional circumstances, refunds may be considered at the discretion of Gio and the Dogs.

9. Cancellations & Rescheduling

- A minimum of 48 hours' notice is required to cancel or reschedule

If less than 48 hours' notice is given:

- The session may be charged in full
 - The session will be treated as used
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10. Late Arrivals

- If you arrive late, the session will still end at the scheduled time
 - Additional time cannot be guaranteed
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11. Trainer Cancellations

Gio and the Dogs reserves the right to reschedule sessions due to:

- Illness
- Unsafe weather conditions
- Unforeseen circumstances

An alternative date will be offered where possible.

Gio and the Dogs is not liable for failure to perform services due to events beyond reasonable control, including but not limited to severe weather, illness, or emergencies.

12. One-to-One Training Sessions

- Sessions must be paid for in advance
 - Training is tailored to the individual dog and guardian
 - Training packages must be used within 6 months of the first session, unless otherwise agreed
 - Unused sessions after this period will be forfeited
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13. Dog Training Walks

Training walks:

- Must be paid for in advance
 - Support ongoing training in real-life environments
 - Focus on behaviours agreed with the guardian
 - Are conducted under the trainer's supervision and control
 - Follow reward-based methods
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14. Group Classes

14.1 Attendance & Safety

- Dogs must remain on lead unless instructed otherwise
- Dogs must not approach others without permission
- Guardians must keep their dog under control at all times

If a dog becomes overly stressed or unable to cope:

- A move to private training may be recommended

14.2 Health Requirements

Dogs attending classes must:

- Be up to date with age-appropriate vaccinations
- Be free from contagious illness
- Be treated for fleas and parasites

Guardians must inform the trainer if their dog:

- Has been unwell
- Shows signs of illness
- Has been exposed to contagious disease (e.g. kennel cough)

14.3 Equipment

Permitted:

- Well-fitting harness (preferred)
- Flat collar and fixed lead

Not permitted:

- Retractable/flexi leads
- Choke chains
- Prong collars
- Electronic collars
- Any equipment causing pain or discomfort

14.4 Missed Classes

- Missed classes are non-refundable
- Where possible, training notes or guidance may be provided

14.5 Class Cancellations

If a class is cancelled due to circumstances beyond reasonable control:

- An alternative date or arrangement will be offered
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15. Weather

Sessions may be rescheduled if weather conditions are unsafe, at the trainer's discretion.

16. Children at Sessions

- Children must be supervised at all times by a responsible adult
 - Children must not approach or interact with dogs without permission
 - The supervising adult is responsible for the child's safety and behaviour
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17. Training Materials

All training materials, including:

- Written notes
- Handouts
- Training plans

Are the intellectual property of Gio and the Dogs and may not be:

- Reproduced

- Shared
- Distributed

Without prior permission.

18. Media (Photos & Videos)

- Photos or videos may be taken during sessions for training, record-keeping, or promotional purposes.
 - Where individuals are identifiable in images or videos, these will only be used for promotional purposes with your consent.
 - Images or videos that do not identify any individual (for example, dog-only content) may be used for promotional purposes without additional consent.
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19. Suitability of Services

Services are provided based on the information supplied by the guardian.

Suitability for group classes, walks, or other services is assessed at the trainer's discretion.

20. Disclaimer & Liability

By participating in training services, you acknowledge that:

- Working with dogs involves inherent risks
- You are responsible for your dog's behaviour at all times

Nothing in these Terms limits or excludes liability for death or personal injury caused by negligence, or any other liability that cannot be excluded by law.

Subject to this, Gio and the Dogs is not liable for any injury, loss, damage, or costs arising from participation in services unless caused by proven negligence.

Any person attending sessions does so at their own risk.

21. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.

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

22. Entire Agreement

These Terms & Conditions constitute the entire agreement between the client and Gio and the Dogs.

23. Contact

For any questions regarding these Terms & Conditions, please contact:

gio@gioandthedogs.com