Taming Canines

Terms and Conditions

Effective Date: 1 January 2026

These Terms and Conditions govern all services provided by Taming Canines ("we", "us", "our"), including in-person training, private coaching, workshops, events, online courses, memberships, and the Distance Academy programme.

By purchasing, booking, attending, accessing, or participating in any service provided by Taming Canines, you agree to be bound by these Terms and Conditions.

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1. Eligibility

Participants must be aged 18 years or over.

Handlers under the age of 18 must be accompanied by a responsible adult unless otherwise agreed in writing.

By attending training, you confirm that you are legally responsible for the dog(s) you bring and have authority to make decisions regarding their participation.

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2. Dog Welfare and Suitability

All dogs attending in-person training must:

- Be fit and healthy enough to participate.
- Be up to date with vaccinations or titre testing where appropriate.
- Be free from infectious disease.
- Not attend whilst suffering from illness, injury, or lameness.

We reserve the right to refuse entry or remove any dog that presents a welfare concern, health risk, or safety risk.

No refund will be provided where attendance is refused due to welfare, health, or safety concerns.

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3. In-Person Training

Monthly Group Lessons

Places are reserved upon receipt of payment.

Monthly lesson fees are payable in advance.

Missed classes are non-refundable and cannot be transferred to another date unless expressly agreed by Taming Canines.

If Taming Canines cancels a lesson, participants will be offered:

- a replacement session,
- a credit, or
- a refund at our discretion.

Attendance is limited to the handler and dog(s) registered for the class.

Private 1-to-1 Lessons

Private sessions must be paid for in advance.

Lessons cancelled by the client with less than 48 hours' notice may be charged in full.

Where sufficient notice is provided, sessions may be rearranged once only and will be subject to availability.

Taming Canines reserves the right to reschedule lessons where circumstances beyond our control prevent delivery.

Booking Fees and Deposits

Certain services, workshops, camps and events may be booked using either full payment or a deposit payment option.

Where a deposit option is offered, the deposit constitutes the first instalment of the total fee and is not a separate booking fee.

Payment of a deposit secures a booking and confirms the participant's commitment to pay the full advertised fee.

Any remaining balance must be paid by the date specified at the time of booking. Failure to make payment by the due date may result in loss of access to the event, however the participant shall remain liable for the full outstanding balance.

Deposits are non-refundable except where Taming Canines cancels the relevant service or event.

Failure to attend a booked service, workshop, camp or event does not remove the participant's obligation to pay any outstanding balance owed under the booking agreement.

Workshops, Camps and Events

Workshop, camp and event bookings are subject to limited availability and places are reserved upon receipt of payment or deposit.

Where a deposit option is offered, this secures a place only and does not reduce the participant's obligation to pay the full event fee.

Any remaining balance must be paid by the date specified at the time of booking, normally no later than one month before the event.

By paying a deposit and securing a place, the participant enters into an agreement to pay the full event fee.

Failure to attend an event, withdrawal from the event, inability to participate, changes in personal circumstances, injury, illness (of handler or dog), transport issues, accommodation issues, or any other reason for non-attendance does not remove the obligation to pay the full event fee.

Where a participant has paid only a deposit and subsequently cancels, any outstanding balance shall remain payable unless Taming Canines agrees otherwise in writing.

Participants may transfer or privately sell their place to another suitable participant of a similar experience and ability level, subject to the following conditions:

- Taming Canines must be notified within 24 hours of the transfer or sale.
- Full contact details of the new participant must be provided.
- The replacement participant must meet any eligibility requirements for the event.
- Taming Canines reserves the right to refuse a transfer where the replacement participant is unsuitable for the event.

Where a place is transferred and the original participant has paid only a deposit, responsibility for any outstanding balance may be transferred to the replacement participant once confirmed and accepted by Taming Canines.

Until confirmation of the transfer has been accepted by Taming Canines, the original participant remains responsible for all outstanding fees.

Taming Canines reserves the right to alter schedules, venues, instructors, content or timings where reasonably necessary.

If Taming Canines cancels an event, participants will be offered either a full refund or a transfer to a future event.

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4. Online Training and Digital Products

Online training may include:

- Courses
- Video libraries
- Educational resources
- Group mentoring
- Live sessions
- Digital downloads
- Membership content

Access is granted solely to the purchaser.

Content may not be copied, shared, distributed, recorded, reproduced, republished, sold, or made available to any third party without written permission.

Login details must not be shared.

Unauthorised sharing of training materials may result in immediate termination of access without refund.

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5. Fixed-Term Online Courses

Certain online courses are sold as fixed-term programmes with access periods of:

- 3 months
- 6 months
- 12 months

Where a course is purchased in full, payment is due immediately.

Access will remain available for the purchased period only.

Unless otherwise stated, course fees are non-refundable once access has been granted.

Participants are responsible for completing coursework within the access period.

No extension will be provided unless agreed in writing.

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6. Monthly Payment Plans

Some programmes may be offered through monthly payment plans.

By selecting a payment plan, you agree to a minimum commitment period of 12 months.

The payment plan is a method of paying for the programme and is not a monthly subscription that may be cancelled during the minimum term.

Payments remain due for the full minimum commitment period regardless of:

- participation levels,
- completion of coursework,
- usage of resources,
- attendance at mentoring sessions, or
- changes in personal circumstances.

Failure to use the programme does not remove the obligation to complete payments.

After the initial 12-month period has ended, the agreement automatically converts to a rolling monthly subscription.

Participants may then cancel with 30 days' notice.

Missed or failed payments may result in suspension of programme access until the account is brought up to date.

Persistent non-payment may result in debt recovery action.

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7. Distance Academy

Distance Academy is an educational programme designed to support agility instructors and handlers in developing their knowledge and practical application of distance handling.

Programme features may include:

- Weekly lessons
- Educational resources
- Video training
- Group mentoring sessions
- Community support
- Practical assignments
- Feedback opportunities

Specific programme content may evolve over time and Taming Canines reserves the right to update, modify, replace, or improve programme materials.

No guarantee is provided regarding:

- business income,
- coaching income,
- competition results,
- qualification results,
- client numbers,
- teaching success, or
- personal achievement.

Results are dependent upon individual effort, experience, implementation, and circumstances.

Access to mentoring sessions and community areas may be subject to separate participation guidelines.

Disruptive, abusive, insulting, discriminatory, or inappropriate behaviour may result in removal from the programme without refund.

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8. Community and Conduct

Where access is provided to online groups, mentoring calls, forums, or communities, participants agree to:

- Treat others respectfully.
- Provide constructive communication.
- Respect confidentiality.
- Refrain from harassment, bullying, abusive language, discrimination, or inappropriate conduct.

Taming Canines reserves the right to remove any participant whose behaviour negatively impacts others.

Removal for misconduct will not entitle the participant to a refund.

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9. Intellectual Property

All training systems, educational content, lesson materials, videos, graphics, course documentation, worksheets, presentations, recordings, training plans, and related materials remain the intellectual property of Taming Canines.

Purchase grants a limited licence for personal use only.

Materials may not be:

- copied,
- distributed,
- reproduced,
- taught commercially,
- licensed,
- resold,
- modified for resale, or
- republished without written permission.

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10. Recording and Media

Photographs and videos may be taken at training sessions, workshops, camps, and events.

These images may be used for:

- educational purposes,
- marketing,
- social media,
- websites,

- promotional materials.

If you do not wish to appear in photographs or videos, you must notify us in writing before attendance.

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11. Assumption of Risk

Dog training and dog sports involve inherent risks.

By attending any Taming Canines activity, participants acknowledge and accept responsibility for risks including:

- injury to themselves,
- injury to their dog,
- property damage,
- interactions with other dogs or handlers.

Participants remain responsible for maintaining control of their dog at all times.

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12. Limitation of Liability

Nothing in these Terms excludes liability where exclusion is prohibited by law.

To the fullest extent permitted by law, Taming Canines shall not be liable for:

- indirect losses,
- consequential losses,
- loss of profits,
- loss of business,
- competition outcomes,
- training outcomes,
- veterinary costs resulting from pre-existing conditions or participant negligence.

Any liability shall be limited to the amount paid for the relevant service.

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13. Refund Policy

Where digital content has been accessed, downloaded, streamed, or made available immediately following purchase, participants acknowledge that their statutory cancellation rights may be waived in accordance with applicable consumer legislation.

Refunds for in-person services are governed by the cancellation terms set out within these Terms and Conditions.

Refund requests will be considered at our discretion where there are exceptional circumstances.

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14. Force Majeure

Taming Canines shall not be liable for failure or delay in performing services due to circumstances beyond our reasonable control, including but not limited to:

- extreme weather,
- illness,
- venue closure,
- government restrictions,
- equipment failure,
- utility failure,
- natural disasters.

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15. Data Protection

Personal information will be processed in accordance with our Privacy Policy and applicable UK data protection legislation.

By registering for services, you consent to the collection and processing of information necessary to administer your participation.

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16. Changes to these Terms

Taming Canines reserves the right to amend these Terms and Conditions at any time.

The latest version will always be published on our website.

Continued use of our services constitutes acceptance of any updated Terms.

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17. Governing Law

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

Any disputes arising under these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Contact

Taming Canines

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