



Good Conduct - Applies to Events, Workshops, Dog Gym & Training Hall

(updated Jan 29 2022)

The rules are set up so that we can all train, practice and play in a safe, fun and friendly manner for all. Please note when you register for an activity with Tailwaggers, be that a group session, private lesson, use of the training hall or other, you are agreeing to abide by the Good Conduct set out below;

- Allow all dogs to have their **space** (whether reactive or not), some dogs (and handlers), need more space than others. Please do not allow your K9 to approach other K9s, without asking permission from the handler first. There will be plenty of time to socialize, should you wish too, in a controlled manner, (use the 1-2-3 break rule).
- **Reactive dogs** (and handlers) will be accepted on a case by case basis with the safety of all being considered - note you must indicate on the registration form if your pup is not 'dog to dog' or 'dog to human friendly', you may be asked to leave if you fail to do so.
- Unfortunately due to the distraction to other dogs we can not accommodate **females in or approaching (within 10days) of their season (heat)**; Attendance in this situation will result in you and your K9 being asked to leave. If there is a possibility of your female coming into season - please discuss in advance of booking.
- A **6ft max fixed length lead** is required. If you only have a retractable lead, just let us know before you bring you get your dog out of the car, we have plenty to leads than we can lend out. Dogs may attend on a harness but please bring a flat buckle collar with you (**no prong, choke, e-collars** etc, if you need these to handle your dog please discuss with us in advance).
- The well-being of our customers and trainers (human and K9) is paramount, if an instructor feels a K9 is under **undue stress** or there is an unfair risk to other customers (K9 or human), the handler will be advised and a suitable path forward agreed, (in some cases, this may mean the handler and K9 are unable to complete the workshop).
- On occasion it may be necessary to **cancel an event**, if this should happen an alternative date, gift voucher or full refund will be offered (you can choose which you prefer!!).
- You are your **dogs ambassador**, you know your dog, you are responsible for your dog. If, for example, your dog has a poor/no recall it is your responsibility to advise the instructor of this, before unleashing your pooch.
- My dog is **free from injury and illness** at the time of the event. If you have registered for an event and subsequently my dog becomes ill or is injured it is your responsibility to notify Tailwaggers.K9Sport. If an instructor notices a limp, or other physical injury the instructor may ask that the dog is removed from class.
- Most workshops are not suitable for **puppies under 6 months** of age. If your pup is under 6months, please discuss this with us in advance.

- You may **video** your own pup, but please do not record the whole workshop. Our instructors take the time to personalize each workshop, they own the information.
- **Photographs** taken throughout TailWaggers events may be used for advertising.
- Our **refund policy**, is that we will offer refunds on events/bookings 2 weeks prior to the start date, less administration charge of \$10. For events (trials where the cancellation policy is not stated in the premium and workshops etc), and you are within two weeks we will try to fill the spot as much as possible, in which case a refund will be given if the spot is filled, less admin charge of \$10. if the spot is not filled you will receive a refund less 50%.

Cancellations with less than 48hours will only be refunded with a vet certificate or at the discretion of TailWaggersK9Sport.

Weekly classes will be rescheduled if notice is given within 48hours of the booking.

Full refund is available with a vet certificate, unless it is a scheduled operation (scheduled prior to booking).

- Pups having recently undergone **spaying or neutering** will not be admitted to class for one week from the date of operation (even with a vets certificate).
- Cancellation of private sessions within 24hours will require a **deposit** for all future bookings

Dog Gym & Training Hall Specific (all above applies as well)

- All dogs using the dog gym facility must produce a **valid vaccination certificate** from a vet (this includes puppies having their 2nd round of shots and annual vaccinations). This includes Bordatella.
- Dogs leaving and entering the facility, **must be on a leash**. Dogs exiting the vehicle must be leashed.
- Once in the Dog Gym (and you are the last person in), please **lock the door** from the inside using the rope and hook - this is to prevent the door being opened from the outside and helps to eliminate any risk of an escapee.
- To reduce the possibility of injury a **familiarization session** for the use of specialist equipment such as Fitpaws & Agility equipment may be required.
- **Scent detection containers** are available - no scents are to be brought onto the site, if you require the containers, these will be loaded in advance for you (Wintergreen/Pine/Thyme).
- A **maximum of 2 handlers and 2 dogs** can book a session in the gym (note all dogs must have vaccination papers even if not training in the gym). Please make a note on the registration form when registering that an additional handler or dogs will joining you, please provide their details as well. Please discuss if you wish to bring more. No equipment will be provided for play dates
- Please bring a **change of shoes** to use within the facility.
- The facility is **not available for private tuition/classes** that are not held or arranged through Tailwaggers.

- A **camera system** will be operational during use of the hall, this will be used for security and advertising as needed.

The above may be subject to change, update or amend, a date is provided below for your information. If you have any concerns, questions over anything above, please contact us and ask.....