

Rayleigh Canine Agility & Dog Training

Terms & Conditions – November 2025

1. General Information

Welcome to Rayleigh Canine Agility & Dog Training. We're delighted that you've chosen to train with us. All of our sessions are designed to be fun, positive, and educational for both you and your dog.

All training is led by Joanne Livemore, a fully qualified, insured, and experienced dog trainer. We use only reward-based, science-backed methods to help you build a strong partnership with your dog.

We offer:

- Private Agility, Puppy, Dog Training, and Scent Work lessons (30 minutes)
- Group Classes: Agility, Puppy, Dog Training, and Scent Work
- Themed workshops including Recall, Loose Lead, and Agility for Beginners

2. Bookings & Payments

- All lessons, classes, and workshops must be booked and paid for in advance before attending.
- Outdoor group classes are booked initially as a 4-week block, then continue as a monthly subscription payable on the 1st of each month.
- When booking online, your training block must begin within 7 days of purchase.
- Spaces in group classes are limited (maximum of 6 handlers per group). Your monthly payment secures your space exclusively - missed sessions cannot be carried forward or deducted from the following month.
- To avoid losing a session, you're welcome to advertise your space in our "Buy, Sell, Swap" Group, available to registered users on our website.

3. Cancellations & Attendance

- For private lessons, a minimum of 48 hours' notice is required for cancellations. Late cancellations will be charged in full.
- Exceptions may be made for genuine emergencies such as illness or injury to your dog.
- If you are running late, please text 07891 899818 - signal can be limited, so WhatsApp or Facebook messages may not be received promptly.
- Should Rayleigh Canine need to cancel a class or lesson, you will be notified directly and via your WhatsApp group (for group sessions).

Cancellations will only occur in unsafe conditions — we train in most weather, including rain. Any cancelled sessions will be rearranged where possible.

Please arrive 5 minutes early to allow your lesson or class to start on time.

4. Training Policies & Safety

- Dogs must remain on lead unless instructed otherwise.
- Please respect other dogs' space - not all dogs are comfortable being approached.
- You must inform us of any behavioural, medical, or safety concerns regarding your dog, including reactivity, anxiety, or bite history.
- If your dog is currently under another trainer for behavioural issues, please make us aware so we can coordinate appropriately.
- The training equipment must only be used under the direction or supervision of your trainer for the safety of all dogs.

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5. Dog Welfare & Equipment Care

- Please pick up after your dog. Waste bins are provided in the car park.
- If your dog urinates on equipment or within the training area (other than fencing), please clean it immediately using the disinfectant provided.
- Avoid feeding your dog immediately before training - a full stomach can cause discomfort or reduce motivation.
- Refrain from exercising your dog right before class - agility and training are both mentally and physically demanding, and over-tired dogs won't perform well.

6. Children & Visitors

- Children are very welcome but must remain under your supervision at all times.
- Children should not approach or touch any dog without the owner's permission.
- You are fully responsible for your child's safety and behaviour during all sessions.

7. Behaviour & Conduct

- Rayleigh Canine is a positive-only training environment.
- Harsh physical handling, lead corrections, shouting, or intimidation are not permitted.
- If such behaviour occurs, you will be asked to stop immediately. Continued misuse will result in removal from the session without refund.

We are committed to supporting you in learning kind, effective, and ethical ways to communicate with and train your dog.

8. Online Training Groups & Membership

To access the Buy, Sell, Swap Group, you must first register on our website (membership is free). We also offer online training groups and coaching memberships, which are available for a monthly fee.

9. Agreement

By booking and attending training with Rayleigh Canine Agility & Dog Training, you confirm that you have read, understood, and agree to these Terms & Conditions.

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