

Hillheads Dog Club Class Terms and Conditions – Bronze, Silver, Gold

In light of the Covid-19 Pandemic, we must adapt the way we hold dog training classes at Hillheads. These conditions must be agreed to in order to attend classes, if you disagree with these terms your participation in classes will not be possible.

Instructor refers to Hillheads Dog Training Class Instructor, this person may vary

Hillheads Dog Club refers to the club and it's instructors or staff

We refers to Hillheads Dog Club

Handler refers to those participating in the class

Many of these terms are to allow us to operate within government guidelines to reduce the risk of the spread of Covid-19 and support NHS Test and Trace

Hillheads Dog Club has the right to refuse entry or cancel your class participation without credit or refund if these terms are not followed

Hillheads Dog Club reserves the right to change these at any time and without prior notice

1. Location

- WE HAVE MOVED!

- a. Our classes are to be held in an enclosed outdoor area at Battle Hill Multi-Use Centre, North Bray Close, Wallsend, NE28 9RJ
- b. There are 2 gates to access the training area
- c. If you arrive early please use the grass area outside of the fences to wait in a socially distanced manner, do not wait on the path outside as this is a public access way and social distancing will be difficult
- d. 5 mins before your class, please enter the first gate and wait in the signposted waiting area
- e. Handlers must wait until instructed to enter the training area (through the second gate)
- f. Late arrivals may not be permitted entry

2. Hygiene

- a. All handlers must wear a suitable face covering, a mask that covers mouth and nose at all times.
- b. On entry to the training area there will be a cleaning station, handlers must use hand gel and there will be optional dog wipes available
- c. All hygiene equipment and PPE items are used at your own risk and the risk of your dog, we cannot guarantee these are safe from allergens or similar
- d. Please do not touch any equipment unless instructed to do so

3. Class Format

- a. Handlers attend at their own risk and at the risk of their dog
 - i. Handlers take full responsibility for their dog
- b. Classes will be restricted to 8 handlers and one instructor

- c. Class time is 50 minutes to allow for change over
- d. Term will be extended to 7 weeks given the increase in participants
- e. Only one handler per dog will be allowed to participate in the class,
 - i. No spectators
 - ii. Anyone other than the handler must not attend or remain on the grass outside of the venue, without causing any distraction or risk to the 2m rule for either class attendees or the general public
 - iii. It is not recommended, but you may change handler from week to week if you ensure both handlers are kept up to date
 - iv. In the case of adults who need to bring an assistant, please contact us to discuss as social distancing requires us to limit the number of people in attendance.
 - v. Minimum handler age is 12 years old
 - 1. an adult must be present but outside the designated training area to prevent exceeding social distancing limits.
 - 2. If this is not suitable for your child then we cannot permit them to be the handler at this time, you know your child and their abilities
 - 3. You alone are responsible for your child and their safety
- f. Cones will be used to mark spaces for handlers to stand
- g. Minimum of 2m distance to be maintained at all times
- h. No one is to come into contact with a dog other than their own
- i. Dogs are not permitted to come into direct contact with one another
- j. Long lines may be used for distance work, these will be cleaned after each use

4. Payment

- a. Classes must be paid for in advance of your start date, without confirmed payment we cannot permit entry into the training area
- b. Payment should be digital via bank transfer
 - i. If this is not possible, please contact us
- c. Handlers may not go into arrears
- d. No refunds will be given for any reason including missed classes or change of mind.

5. Facilities

- a. There is NO parking on site although there is on street parking available outside and on nearby streets, there are also car parks near by
 - i. Your car and belongings are your responsibility and left at your own risk
- b. There is a bin within the training area for disposal of bagged dog waste
- c. There are toilets within the centre
 - i. Facilities inside the building are used at own risk.
- d. Water will not be provided. You will be asked to leave the class if you do not have water and a bowl for your dog and no credit or refund will be given.

6. Covid-19

- a. Our instructors have all taken part in “Dog Trainers Working Safely During Covid-19” online training
- b. If you, anyone in your household or anyone you have come into contact with displays symptoms or contracts Covid-19, DO NOT attend classes. Please contact us urgently and inform us of this
- c. Should you be contacted by NHS Test and Trace and you have attended a class since exposure or symptoms please inform them of your participation in classes and give our contact details
- d. You must not attend class again until it is completely safe and risk free to do so
- e. If you are vulnerable or shielding it is not recommended that you take part in classes at this time, you do so at your own risk
- f. Classes will be cancelled if any member of the team displays symptoms
- g. Classes may be cancelled if a handler informs us of symptoms
- h. A register will be taken at every class to aid NHS Test and Trace procedure
 - i. Privacy notice is available to explain how your data will be used
- i. A minimum 2m distance must be adhered to when on site
 - i. Markers will be in place in the training area
 - ii. Where there are no markers, a safe 2m+ distance must still be adhered to
- j. Treats and toys will not be provided, you must bring your own and cannot share with others in the class due to cross contamination risk

7. Vaccinations

- a. To attend classes your dog must be either vaccinated or titre tested within the last 12 months. Proof of this must be brought to your initial class and any time you start a new block.
- b. We will also accept a dog that is medically exempt from vaccinations, proof of this must also be brought, and should the exemption end you are expected to vaccinate or titre test your dog.
 - i. If your dog is medically exempt, you accept that in any situation they are always at risk of catching these viruses this is not something that can be controlled or is the responsibility of Hillheads Dog Club

8. Medical & Breeding

- a. Only medically fit dogs may attend
- b. If your dog has a contagious medical condition do not attend class
- c. No pregnant bitch may attend due to the added risk to her and her puppies
- d. No bitches in season may attend as they should be kept home through their season, it poses risks to her and any dogs in her vicinity
 - i. Any season will be a minimum of 2-3 weeks, so we expect you to be absent for that long
 - ii. If you think your dog is due in season during a course we recommend waiting and starting the next class when she has finished
- e. No attendance minimum 1 week after any operation, including spay/castration

9. Absence – Bronze/Silver/Gold

- a. We will no longer be issuing credits for missed sessions for any reason at Bronze/Silver/Gold Level
 - i. Those who already have credits will be able to redeem those up to 3 months from the date of absence as per 8.a.ii in the previous version of this document.
- b. If Hillheads Dog Club must cancel a week for an unexpected reason, it will be added to the end of the course

10. Bank Holidays

- a. Classes do not take place on the Sunday before a Bank Holiday Monday

11. Notifications + Media

- a. Notifications will be on the Facebook Page – Hillheads Dog Club
- b. Please check this page before making the journey to class in case of cancellation by us due to unforeseen circumstances
- c. Copies of this document and other information are available on our website www.hillheadsdogclub.co.uk

12. Notes

- a. We are doing the best we can to maintain social distancing, gathering limits, providing hand gel and requiring PPE, but Hillheads dog club and its instructors cannot guarantee your safety and do not take responsibility for your safety in relation to Covid-19
- b. We hope that we have your support during this time and appreciate your patience in getting back to training
- c. Please keep in mind that we're learning this as much as you, so there may be some hiccups or confusion to begin with while we settle into this new routine

Please also consult the Privacy Policy to know how your data will be used in line with GDPR.

Last Updated 02/09/2020