

Terms & Conditions

By accepting the Services of MyLuka Dog Training Solutions, the Client is deemed to have accepted these Terms and Conditions.

Training Sessions

1. Our 1:1 Training Sessions last **up to** 1 hour from arrival to departure, however, we base our sessions on quality rather than on the time allotted.
2. With your agreement during a session, you/your family and your puppy or dog may be photographed and/or videoed for research, training progress, and for upload onto MyLuka Dog Training Solutions website, Facebook and Instagram feeds. Please advise us if you DO NOT agree to this material being used for this purpose.
3. MyLuka Dog Training Solutions will not offer refunds for any incomplete sessions once training has commenced. Plans are purchased as a complete package and therefore all sessions need to be completed in order to get the best results.
4. Results depend on many factors, including (but not limited to): the dog's behaviour, breed or characteristics, dog's previous history, effective management, the client's training ability and client commitment. Training is not instant and will take commitment and effort even after training sessions have ended.

Training Policy

1. By enrolling a dog in Training with MyLuka Dog Training Solutions, the client is deemed to have read and accepted the Training Policy. If a client, at any time, is found to break any clauses in the Training Policy, MyLuka Dog Training Solutions reserves the right to cancel any training sessions without refund.

Health & Behaviour

1. The Client has explicitly confirmed that they have made full and frank disclosure of any characteristic, trait or behavioural history that might make their dog unsuitable for training sessions.
2. Should the Client's puppy or dog be deemed to be unsuitable for training sessions, MyLuka Dog Training Solutions reserves the right to cancel the booking indefinitely, with immediate effect.
3. The Client takes full responsibility for their dog/s behaviour at all times, including when off-lead and in public spaces.
4. Please let MyLuka Dog Training Solutions know if your dog is or has been in season (within four weeks) as this may affect training.
5. The Client agrees to ensure that their dog/s will be kept up to date on all vaccinations, de-worming and de-fleaing.

6. If fleas, ticks or lice are noticed on the Client's dog, the Client will receive immediate communication to seek advice from their vet.
7. MyLuka Dog Training Solutions is fully insured with Cliverton.

Payment, Bookings & Cancellation

1. Full payment for your selected package is required in advance of your first session on or before the date specified on the invoice.
2. MyLuka Dog Training Solutions requires a minimum of 48 hours cancellation notice. Cancellations within 48 hours or for non-appearance (i.e. client is not at home when Dog Trainer arrives) the full rate will be charged.
3. There is a 7 day cooling off period to change your mind (This is from the date which payment was made to MyLuka Dog Training Solutions). A refund minus £10 administration fee will be given. Please note that if your first training session falls within the 7 day period – we are sorry MyLuka Dog Training Solutions cannot give a refund so close to the event. Please email Julie at juliecarter@myluka.co.uk who will happily provide you with a refund if you are within the 7 days cooling off period.
4. Refunds will not be made in any circumstances if you have been given access to online program materials.
5. Whilst we strive to avoid changes and cancellations of your sessions, MyLuka Dog Training Solutions reserves the right to cancel or change an appointment at any time by notice with immediate effect. Your session will be rescheduled at the next available opportunity, or a refund issued if this is not possible.
6. All sessions contained within a training package must be taken within 12 weeks from the booking date. There will be no refunds, or partial refunds, for expired sessions.
7. There will be no roll-ons for non-attendance or refunds issued for sessions missed by the Client without prior notice.
8. Training Sessions will go ahead whatever the weather, however in extreme conditions such as fog and ice these will be rescheduled by MyLuka for safety reasons.