
Lucy Ward Dog Training – Terms & Conditions

Effective from: 1 February 2026

These Terms apply to all Services provided by Lucy Ward Dog Training (LWDT), including but not limited to 1-2-1 training, group classes, workshops, mantrailing (“Services”). By booking or attending any Service, you agree to these Terms.

1. BOOKING AND PAYMENT FOR ALL SERVICES

- Full payment is required at the time of booking.
- Your booking of any service is not confirmed until payment has been made in full.
- Bookings are made via the LWDT website, or by invoice for 1-2-1’s.
- Confirmation emails and reminders are sent to the email address you provide. Please ensure it is correct when booking.

2. 1-2-1 TRAINING AND GROUP CLASSES

2i. Training Programmes & Expiry

- 1-2-1 training blocks must be used within the time frames below. Unused sessions outside of these limits are forfeited unless LWDT agrees otherwise in writing.
 - *Progression Programme*: 2 sessions, to be done weekly or fortnightly. Must be completed within 3 weeks of first session.
 - *Progression Programme Plus*: 4 sessions, to be done weekly or fortnightly. Must be completed in 6 weeks of first session.
- Group classes are booked for a designated timetable on set dates and times. Clients cannot attend beyond the timetable of the course they have booked on to.

2ii. Rescheduling

- At least 72 hours notice is required to reschedule 1-2-1’s. Less than 72 hours notice means the session is forfeited and you will be charged in full for it.
- Group classes as part of a course are not available for rescheduling.

2iii. Cancellations & Refunds

- 1-2-1 appointments are reserved exclusively for you and cannot usually be filled at short notice. For 1-2-1’s the following applies:
 - Cancellation of all sessions 14+ days before first session: Full refund
 - Cancellation of all sessions 72 hours before first session - 14 days: 50% refund
 - Cancellation of all sessions less than 72 hours before first session: No refund
- Once training has commenced, unused sessions are non-refundable or transferable.
- For group classes the following applies:
 - No refunds for missed classes.
 - If you withdraw from a course before the start date, if your place can be filled you’ll be given a refund via your original payment method minus 10% admin fee.
 - If you withdraw from a course once it has started, no refund is offered.

3. MANTRAILING & AD HOC WORKSHOPS

3i. Cancellations & Refunds

Mantrailing and ad hoc workshops, including scent detection, are limited capacity events that require advanced planning, venue coordination, and sometimes volunteer support. Bookings are therefore subject to the cancellation terms below.

- No refunds or transfers are offered.
- If LWDT can fill your space on a session or workshop, you will be refunded via your original payment method minus 10% admin fee.
- Failure to attend or late arrival may result in loss of session.
- Sessions may be cancelled due to LWDT illness, unsafe weather conditions or fewer than the required number of clients to run the session safely.

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- If LWDT cancels, a full refund will be given via the original payment method which can take up to 10 working days to appear in your account, or you can transfer to another session.
 - No credit shall be held with LWDT unless you've purchased a gift voucher.

3ii. No-Shows & Late Arrivals

- Missed sessions are non-refundable.
- Sessions finish at the scheduled time, even if you arrive late. You may receive the full amount of training expected if you arrive late.

4. GENERAL

4i. Safety & Health Requirements

- Aggression or behavioural issues must be disclosed in writing before training commences for the safety of LWDT, other participants and the general public.
- Dogs are to remain on a lead unless instructed otherwise.
- Owners are responsible for keeping dogs under control at all times.
- It is advised that dogs should be vaccinated or titre tested.
- Please do not attend training if your dog is unwell.
- Please inform LWDT if your bitch is in season and advice about suitability of attendance will be given.
- Sessions may be outdoors, please be prepared, check the weather forecast ahead of time and dress appropriately. Where there is likely to be difficult terrain, LWDT will give adequate warning.
- Sessions may be rescheduled due to unsafe weather.

4ii. Training Methods & Results

- Reward-based methods are used.
- Results vary and are not guaranteed.
- Owners must practise between sessions to make any meaningful change.

4iii. Termination of Services

- LWDT may terminate Services without refund if safety is at risk.
- Termination may occur if behaviour history is withheld or a client behaves inappropriately or abusively.

4iv. Liability

- Nothing limits liability for death or injury caused by negligence.
- Participation is at your own risk.

4v. Changes to These Terms

- The version in force at the time of booking applies.