

Terms & Conditions for the On The Ball Dog Training

Monthly Membership

From 01st May 2022

Please read these terms and conditions before signing up to your monthly membership. By paying your monthly membership fee you are agreeing to accept the following terms.

1. Membership Fees

1a Payment Terms

- Payment is due on the 1st of every month.
- A pro rata calculation will be made if joining during the middle of the month.
- The membership term is for one month.
- Months run from the 1st to the last day of the month.
- On The Ball reserve the right to increase or reduce the membership fee at any time.
- Up to date membership fees are advertised in our monthly timetable on our website and in our private Facebook group <https://www.facebook.com/groups/ontheballdogtraining/>

1b Cancelling Membership

- You can cancel your membership at any time. Your membership will continue to run to the end of the month in which you cancel.
- You must give at least **5 days notice** of your cancellation **before** the end of the month. If you cancel **less than 5 days** before the end of the month you will be liable for a £25 administration fee.
- If you cancel from the 1st onwards then your membership fee will continue to be due even if you decide not to attend classes.
- On The Ball reserve the right to charge interest on overdue accounts of 8% per month.

2. Your membership benefits

- Your membership fee entitles you to access **three** of On The Ball's classes every week of the month with the exception of a 5 week month. Classes do not run during week 5 in March, week 5 in June, week 5 in September and week 5 in December.
- Classes can be taken both in person and virtually.
- Membership is not transferrable without our permission.

2a Online classes

- On The Ball run an average of 4-5 online classes a week.
- A class timetable is posted at the start of every month in the private Facebook group and can also be found online www.ontheball.dog
- The class timetable changes regularly with the seasons and On The Ball reserve the right to move regular classes to a different regular time or date.
- Classes are bookable via the register links provided in the private Facebook group <https://www.facebook.com/groups/ontheballdogtraining/>
- On The Ball share reminders on the day of the class in the Facebook group and at the start of the week.
- Evening Classes – If by 2pm there are 2 or less people registered for a class the class will be cancelled. Those people registered will be notified and a recording for a previous class will be offered.
- Daytime Classes – If by 9pm the previous day there are 2 or less people registered for a class, the class will be cancelled. Those people registered will be notified and a recording for a previous class will be offered.

2b In Person Classes

- On The Ball run an average of 2-3 in person classes a week.
- Classes are bookable by emailing nikki@ontheball.dog or through the booking link post in the private Facebook group.

2c Class cancellations and our membership fee promise

- There may be times out of our control when classes are unable to run due to sickness and the inability to provide cover or holiday leave by other instructors.

- Notifications will be sent in the Facebook group as soon as this is known.
- Unless (as otherwise stated below) partial refunds due to cancelled classes will not be given.
- We promise to always run a minimum of two online classes a week as part of your membership. (Note - our target is to always run an average of 4-5 online classes and 2-3 in person classes a week)
- If classes are cancelled for whatever reason, where necessary those classes may be amalgamated to cover a range of skills and abilities to ensure continuation of training for all.
- We reserve the right to provide an alternative trainer to run classes in the absence of any of our trainers.
- **Membership Fee Promise** - If in exceptional circumstances we are unable to provide the minimum of two online classes a week, then classes will be cancelled and we will refund that weeks pro rata of membership fees to all membership students.

2d Additional Membership Benefits

- We may from time to time and at our discretion, run free classes for members including online question and answer sessions and free workshops.
- Members are entitled to a discount on all other workshops which is advertised at the time of booking.

3. Student Expectations

3a Class times

- Classes start promptly so please ensure that you arrive 5 mins before the start and have your area set up.
- If you are late the class will still run at the appointed time and will not run over to make up any lost time.

3a Aversive Training

- The main aim of On the Balls classes is to promote a healthy and happy bond between owner and dog on a foundation of fun games based learning.
- Although it's extremely rare that we would ever experience an owner that wasn't on board with our training, if for any reason we feel that that a student's approach was aversive or causing distress to their dog then in the first instance we would seek to speak to the student about their approach.

- If this was ignored then we reserve the right to cancel the students membership with immediate effect and any remaining membership fee for that month will be forfeited.

3b Outdoor Training Centre

- All students must follow the Outdoor Training Centre Rules (in the guides section of the Facebook group <https://www.facebook.com/groups/ontheballdogtraining/>) and on the entrance gate to the training field.
- If we feel the rules are being ignored then in the first instance we will talk to the student about our expectations. If the student continues to ignore the rules then we reserve the right to cancel that students membership with immediate effect and any remaining membership fee for that month will be forfeited.
- Children are welcome at the outdoor training centre and it is your responsibility to ensure that they abide by the same rules. Please do not allow your children to sit or play on any of the equipment or to approach any of the other dogs on the field.