

## General Terms and Conditions

1. Registration requires payment. Placement is only final after the course fee has been transferred.
2. For cancellations up to a week before the start of the course, half of the course fee will be refunded. No refund will be given for cancellations after this period.
3. Advice or treatment given during training or behavior therapy never leads to liability for Omnia Dog School. The client remains liable for the actions of their dog, as stipulated in the Civil Code.
4. Omnia Dog School is never liable for damage to persons, animals, or property incurred before, during, or after the lesson organized by Omnia Dog School. The client remains liable for the actions of their dog, as stipulated in the Civil Code.
5. Dogs must have the required vaccinations appropriate for their age.
6. Students must bring the vaccination booklet for verification at the first lesson or have submitted it via email or WhatsApp before the first lesson.
7. Students must arrive on time; being late is not appreciated.
8. Dogs must always be on a leash on the Omnia premises.
9. Dogs should not be allowed to play or sniff each other while off-leash.
10. Dog handlers must clean up after their dogs.
11. Smoking is not allowed on the Omnia premises.
12. Mobile phones must be turned off during the lesson.
13. Students must wear clothing suitable for dog training.
14. Students must be polite and respectful to each other at all times.
15. Children under 12 are welcome if accompanied by a parent or guardian.
16. Students must have liability insurance for their dog.
17. In case of absence, the student must notify the school.
18. If a student misses 3 consecutive lessons without notification, they will be excluded from further participation.
19. Sick or injured dogs cannot participate in the lesson.
20. Paid lesson and course fees cannot be refunded or converted to another form of training if the owner can no longer or does not wish to participate in the course.
21. The inability or unwillingness to follow the course or part of it is not a reason for a refund.
22. The course continues even in bad weather unless safety is at risk.
23. Private lessons and consultations must be paid for before the start of the lesson/consultation.
24. Missed lessons cannot be made up.
25. Private lessons/consultations must be canceled 24 hours in advance.
26. Slip collars, electric collars, and prong collars are not allowed.
27. Physical actions that are contrary to the physical and/or mental well-being of the dog will result in removal from the course without a refund of the course fee.