

Cancellation policy

Activity holidays

A deposit of £250 is required for all holiday bookings. This will be deducted from the final payment due on the completion of the holiday.

If a cancellation is made within 3 weeks of the arrival date, £250 will be charged. For all cancellations made within 1 week of the arrival date, 75% of the full holiday fee will be charged.

Training courses

A deposit of £500 is required for all course bookings. Due to the highly individual nature of this service, the full fee of the course will be required 4 weeks prior to arrival (any additional fees will be invoiced at the end of the stay). If a cancellation is made within 8 weeks of the arrival date, the deposit of £500 will be charged. If any cancellation is made within 4 weeks of the arrival date, the full course fee will be charged. A full course fee will be payable should the course be terminated by the owner mid-term for any reason.

Bespoke consultancy

One to one training with Mark Thompson (in London and along the M4 corridor) additional travel time maybe charged, please enquire for details. Includes training equipment bag with The Dog House training manual, motivational aids, including food, toys, treats, reports etc.)

We require lessons to be paid In Full on the day of booking otherwise your lesson will be reallocated to someone else. First lesson is a minimum of 2 hours - £360

Transport

We transport from Hammersmith, London and along the M4 to The Dog House weekly (every Thursday with seasonal availability occasionally on Mondays).

Dog bus

Our state-of-the-art Dog Bus has been designed for the comfort and well-being of our canine passengers and boasts the following features:

- Separate compartments with non-slip matting and cosy bedding
- Fully insulated with air conditioning and extractor fans for temperature control
- Safety features including a 24-hour tracker surveillance system
- Non-spill water bowls, bones and chews for the journey
- Piped classical music to promote calm and relaxation

Before your dog travels

Please ensure your dog has relieved itself just prior to boarding the Dog Bus.

All dogs must be on a lead when dropped off and collected.

While ever effort is made to collect and deliver at the arranged time, we cannot guarantee punctuality due to unforeseen such as traffic conditions and other client's punctuality. In the event of severe weather or a situation beyond our control, we reserve the right to reschedule an arranged time at short notice in the best interest of the dogs travelling. In these circumstances, normal rates will apply for any extended stay.

Please note you are welcome to deliver your dog directly to The Dog House in Wales, however, due to room management and the acclimation period, we politely request to only deliver your dog on a Thursday 10 am - 4 pm and seasonally on a Monday to coincide with The Dog House transportation.

During your dog's stay

House rules:

These are designed to help guests be calmer and better mannered not just during their visit, but also when they return home to their family.

We prevent barging through doorways, discourage jumping up, barking, over boisterous rough play with other dogs and any other unsociable behaviors.

We actively reinforce good behaviors of fast recalls, sit, good manners, stay and general calmness.

Health and hygiene:

All guests at The Dog House have their weight and diets monitored and are groomed regularly

Ears, teeth, eyes, paws, claws, skin, coat and faeces are regularly checked for any irregularities or foreign bodies.

All guests are thoroughly dried after swimming and after wet muddy walks.

All guests sleep on cosy, thick Dog House washable, wool bedding inside a ventilated Perla bed. All rooms are very well insulated and heated between 18-20c (degrees centigrade)

All our guests benefit from a thorough groom on departure which includes teeth cleaning, claw trimming and filing, ears and eyes cleaned, paw trim, anal expression (when necessary) dematting if necessary and a bath and blow dry. We use top quality natural shampoos and conditioners to keep your dog's coat in excellent condition

If a guest requires urgent medical attention, we have a local 24 hour veterinary hospital available for emergencies.

Accommodation and location:

Puppies and guests on training courses will spend time in our offices, staff room and farm house to ensure they maintain their good behaviours in a home family environment.

Photos and Updates:

We appreciate in this instant media age there is an expectation to see photos of moments as they happen. However, the remoteness of The Dog House's setting that provides a unique environment for your dogs to learn and explore, comes with digital drawbacks.

We are off-grid with no mobile signal or 3G and only the slowest broadband in the UK (think dial up!) to provide you with visual updates of your dog's stay.

We will try and capture moments organically and post them on our social media accounts, as time allows. However, as we immerse ourselves in taking the greatest care of your dogs, we appreciate your understanding of the limiting nature of our digital capabilities.

Training courses feedback

A few days after the arrival of your dog we will provide feedback as well as mid-term and at the end of the course. At no other time will this be provided as it distracts from our team's focus.

Security

As well as an idyllic combination of lush meadows, a river, streams, ponds and hills teeming with wildlife, The Dog House is based in a rural location, tucked away down a wooded mile-long, bumpy single track which ends with a gate and then a ford over a river.

Even some neighbours who have lived locally for years don't know we exist.

All team members carry radios to communicate with.

All contractors are signed in and out.

The Dog House is manned 24 hours a day, 7 days a week. One of our trainers, Jay lives by the entrance to the farmyard and he can see for 360 degrees around his flat.

We have 4 geese, 3 Labradors, 6 Guinea fowl, and 8 Peafowl that alert us when a visitor arrives.

We have CCTV and motion sensor lights.

The dogs live in various heated buildings a few yards from the farmhouse and our staff flat.

We are situated in one of the lowest areas for crime rates in the United Kingdom.

Disclaimer:

Dogs, like humans, are not machines and success cannot be guaranteed in all quarters, particularly when a dog has a severe behavioural problem. In that event, referral to one of our recommended behaviourists may be suggested.

We assure you that every possible care and attention will be given to your dog at all times, however we cannot accept responsibility for accidents, illness or other unforeseen events that are beyond our control.

If we are not happy with your dog's progress at any time during your dog's training course, we reserve the right to extend the duration of the course.

Please appreciate at the end of your dog's training course, if your dog fails to behave at home as well as he/she did during your joint training sessions on departure this is likely to be due to one or all of the following:

- Your relationship and bond with your dog is still unbalanced.
- Your dog is not getting mentally and physically stimulated enough.
- The rules and communication techniques given in writing and explained during the joint training sessions need to be followed through and contained on return.
- You need to be far more exciting and rewarding from your dog's perspective.