

Residential Dog Training

We are happy to offer all this service with the emphasis being on providing individual care and attention to your dog. We have a three acre doggy play / training area. Places are strictly limited. Your dog will be exercised, played with and be greatly stimulated by the training centre staff making his or her stay a great experience. We offer a FREE assessment service for your dog at our premises, which takes about 1/2 hour. After the evaluation and assessment of your dog, if suitable, he/she can be booked into the Residential Dog Training Centre.

What do you get?

Three weeks of intensive training to your requirements

We train in the real world - that means we begin training out and about around the town - learn how to walk nicely on a lead amongst many distractions, how to sit at the pavement, and how to sit and be calm while you are distracted. We go to the park to play and train sit, stays recalls and retrieves. Your dog will learn to sit to have his lead put on, how to go calmly out of the house, how to behave when visitors arrive. They also learn to walk on a loose lead, to come when called, sit, down and stay. Plus if there is anything specific that you want your dog to learn let me know and I will see if I can accommodate your requirements.

Our methods are based on Clicker Training. (timely, consistent, positive reinforcements)

We train dogs as efficiently, effectively & humanely as possible

We operate the highest quality accommodation

We provide extensive feedback throughout the training process

We teach the procedures for continued success

We offer unlimited post-training support

Residential Dog Training Pricing

The cost of our 3 week residential dog training course ££805.00 incl. VAT and 10-day, intensive course is £699 incl.VAT and. These charges include training, 5 one hour train the handler sessions.

20% Discount is available for OFF PEAK PERIODS

A £100 deposit is required to secure your booking, with the balance due at the start of training. Once confirmed, deposits become non-refundable, but confirmed course dates may be changed without penalty if necessary subject to agreement.

For further information please contact the centre on 020 8590 3604 or 020 8599 3317

Email us at

\n josie@fourpawshotel.co.uk

This e-mail address is being protected from spam bots, you need JavaScript enabled to view it

This includes charges for:

Boarding

Food

Dog training

5 one hour Train the handler personal tuition

Training literature Ready Steady, Click and Workbook, DVD and Clicker Cue Cards

On-going advice when you return home

How long does it take?

We are able to achieve the required standard with most dogs within three weeks. However if additional training was required it would be carried out free of charge with only standard boarding fees due.

How do we do it?

First we get you to fill in a behavioural questionnaire, which will give us what needs to be fixed using positive methods. We will also ask you to fill a diet questionnaire to check whether your dog is on the correct diet for calming your dog as about 65% of dogs are eating the wrong food for them which can make them hyperactive and also inhibits the dog from learning at a fast rate.

The aim of dog training is to control the actions of the dog's behaviour using positive reinforcement techniques, which accelerate the correct behaviour. This method is often called psychological training, which is base on the science of learning.

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How do we train you?

The first stage is for us to demonstrate exactly what your dog has been taught during the course. Many people are amazed at what can be achieved in such a short time.

The second stage is to teach you how to achieve the same response from your dog. We do this on a one to one basis - along with your dog of course. Now is the time to ask questions and address any concerns. No question is too simple or foolish.

The third stage is to provide you with a training programme and the knowledge needed to continue with your dogs tuition on returning home.

Once you've channelled into a dog's way of learning and understand the procedures for effective communication, your lives will be forever changed! Here's how we do it -

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3 Week and 10-Day Dog Training Courses

The 3 week and the 10-day courses are equally effective residential training options with the same guaranteed set standard.

The 10-day course was designed to accommodate those wishing to spend less time away from their companions. However, it is only offered to dogs between the ages of 6 months and 2 years, as dogs between these ages are better suited to a more intensive programme.

In either course, your dog is allocated to one personal Trainer and when the bond has been achieved, the Trainer teaches your dog effective communication and procedures. This progresses on a day-to-day basis and the number of training sessions is determined by the course chosen.

Each session is 20 minutes long, where the majority of learning is focused on the communications procedures and ending with a bonus reward of continued learning while at play. Our 3 week course includes a minimum of 3 training session per day, given more as required; and our intensive, 10-day course is 6 sessions per day, more labour intensive and carried out over a longer day. Both courses cover a 6, consecutive day work week followed by a 7th day of exercise with our kennel staff in and around our Centre facilities.

The rest of your dog's non-training day is enjoyed at your pre-planned discretion. Our staff are available 8am - 6pm every day, including Sundays, to oversee your dog's complete care, and answer any questions you may have during the training process. Extra grooming, specialised walks and any other personal attention you may desire for your dog are also available at an additional rate, such as:

Playtimes: Run and play in our large outdoor fenced in playgrounds. Dogs are walked from their kennel run to one of our grassy playgrounds where they enjoy 30 minutes of outdoor fun.

Brush and Hugs Massage: 20 minutes of luxurious spa like treatment. A loving hugs massage and gentle brush out will make your dog's day.

We are happy to cater to your requests whilst your dog is with us.

Training Requirements

Upon your arrival you will be asked for proof of inoculation and the vaccination. Please consult with your veterinarian to ensure records comply and are updated prior to commencement. Unfortunately, dogs without proper papers will be denied.

Our Guarantee

Four Paws Hotel Training & Behaviour Centre guarantee the exact same high quality and care for all trainee dogs who complete our programme.

Only Kind, Fair and effective methods will be used

Every dog will be treated with respect

Every effort will be made to ensure a happy and contented stay

The highest regard will be placed on every dog's safety and welfare

A communication procedure called Clicker Training will be taught to change behaviour.

An Control standard will be learned and achieved by course end

A full, off-lead demonstration of the set standard will be performed for the owner at course end

A comprehensive tuition will be provided to the owner to learn the new communication skills, bonding techniques and continued benefits of Four paws Hotel training methods.

Aftercare information, advice and continued service will be available as often, and for as long as necessary.

Free follow-up sessions will be arranged for further aftercare support

Your Expectations - Our Set Standard

Following is the list of the set standards you and your dog will learn whilst under our care:

Sit on command

Down on command

Stay

Walk on Command

Directional Turns

Formal Recall

Controlled Play, on-lead

Controlled Play, off-lead

Appropriate Social Behaviour

Safe Handling

At the end of either course, you will have a full, on & off-lead demonstration of your dog's newly learned obedience skills as outlined above. It is then expected to have owners spend up to 5 one-hour lessons at the Centre following this demonstration in order to learn the communication and tuition procedures necessary to continue the successes in your new life together. (This is included in the price)

The transition of out of control behaviour to in control behaviour from our training school to your home is a 3week process. Whilst your dog is trained, it does take time for you to learn and practice the methods for the exact results. For this reason, our training services include the owner tuition, a free copy of Ready, Steady, Click and the Workbook also the DVD Clicker Train Your Dog with our Clicker Cue Cards as a training reference guide and ongoing aftercare support.

Old Habits Die Hard

Please remember that although you will see a demonstration of the set standards, the obedience will only work back in the home environment with the owner's commitment to following the recommended .Train Your Dog at Home Program.. as dogs will fall into old habits if allowed to do so.

The .Train Your Dog at Home Program.. includes the following reading and viewing material:

Books: Ready, Steady, Click! : Ready, Steady, Click! Workbook and Clicker Cue Cards.

DVD or Video: Clicker Train Your Dog.

Leaflets: Clicker Training Top Twenty Tips, plus calm your dog leaflet.

The Demonstration

The Four Paws Hotel Training & Behaviour Centre demonstration is scheduled on the final day of the course, where the dog's Trainer presents all the behaviours learnt throughout the training.

A Four Paws Hotel Guide escorts owners to the area where the demonstration will be held and talks through what is being demonstrated, answers all questions, addresses all comments and prepares them for their reunion with their dog and their hands-on tuition.

Your Tuition

The Four Paws Hotel tuition takes place following the demonstration. Tuition is the same as instruction, and is the time spent working hands-on with the dog, owner and Trainer. The tuition is divided into two parts:

Control Training

Behaviour Management

1. Control Training

The first part of the tuition is spent teaching the owner the reinforcement methods used to train the dog and having the owner practice these methods on the trained dog.

The duration of the Control tuition is open-ended. We ask that owners not leave our facility unless they are completely comfortable with what they have learned and have practiced, and that all questions have been addressed thoroughly and to their satisfaction.

2. Behaviour Management

The second part of our tuition addresses the behaviour and behaviour management of the dog. Information on the dog's behaviour is gleaned from the lengthy questionnaire completed and collected prior to the course commencement, the experiences of the Trainer with the dog and any further details the owner shares throughout the process.

Again, the length of this part of the tuition will be as long as necessary. The family lifestyle will also be taken into consideration and discussed to ensure that expectations are realistic and achievable.

Dog training aftercare

Our Aftercare is yet another feature that makes our programme so unique.

We are often reminded that even though our customers know it's an available service to them, it's not truly appreciated until the time.

You are given a personal telephone number of your trainer and instructor and are encouraged to call as often as necessary. We'll remind you at your tuition that we'd much rather hear from you daily to discuss the smallest detail than weekly, or longer with greater issues.

Four paws Hotel staff will be available to help fine tune your handling knowledge and skills for the lifetime of your dog. This is our ongoing commitment to you.

Following are tips to assure that your dog is working as well for you as for us:

Please read the supplied books .Train Your Dog at Home Program.. within your customer folder. Read them whilst your dog is being trained, and again just prior to your tuition. Refer to them often following the course conclusion.

View the Training DVD Clicker Train Your Dog, provided for you within your Folder.

Please take your tuition very seriously. Here you will learn the new procedure to communicate with your dog. When practiced properly it is very likely that you'll experience even better results than demonstrated from us, after all there is a stronger bond to you.

Be committed to your practice sessions at home. Do not allow yourself, or your dog to fall into bad habits. It is very important to firmly establish the control demonstrated to you by your dog's trainer.

A well trained dog is a happy dog - once the dog knows the communication procedure, and you are committed to its use and consistency, their lives are enriched (as is yours): your dog will enjoy training, enjoy being responsive to you and enjoy pleasing you!

Take full advantage of our aftercare!!!

Training Progress Reporting

Another one of the features that make the Four Paws Hotel dog training programme so unique is the thorough updates provided by all the members of the FPH team caring for your dog during the training process. There are several methods as to how the progress reports are handled:

Via Email

Text messaging

Land line telephone

Mobile telephone

Whilst telephone is the best form of communication, given the nature of our Trainer's field work, it is often difficult to have a spontaneous, uninterrupted connection. Whilst still a valid means for updates, FPH offers alternative options for convenience and source of record for every stage of the process.

The Progress Reporting will provide a daily score for every exercise completed during the programme. There are 20 odd exercises in total, with several exercises practiced at any given time. Although dogs will learn at differing levels, all dogs must be proficient in every exercise prior to the demonstration.

More personalised detailed emails and posted letters will also arrive every 2-3 days for the duration of the training. How

you prefer to receive these updates will be discussed following your dog's booking into the training course. In addition to reports of your dog's progress, further information regarding your continued successes at home will be included within each letter to help you prepare for your reunion.

Dog Trainability

A well trained dog is a happy dog!

After completing this form you can expect an individual written report from one of our experienced instructors as to the training requirements for you dog. Please note that we ask for your postcode details in order to track prospect satellite location sites. We will not use this information, unless we receive a request otherwise.

Terms of Supply

PLEASE READ THESE TERMS OF SUPPLY CAREFULLY BEFORE PLACING YOUR ORDER AND RETAIN A COPY OF THESE TERMS AND YOUR ORDER FOR FUTURE REFERENCE.

THESE TERMS OF SUPPLY DO NOT AFFECT YOUR STATUTORY RIGHTS.

1. Formation of the Contract

1.1 These terms of supply apply to all services supplied by Four Paws Hotel, Collier Row Road, Romford, Essex, RM5 2BH.

1.2 No contract exists between you and FPH for the supply of any services until Crosskeys has received and accepted your order, is in receipt of the deposit in accordance with clause 3.1 and sends you confirmation in writing or by email to the address or email address you have given (.Order Confirmation.). Once FPH does so, there is a binding legal contract between us.

1.3 The contract is subject to your right of cancellation (see below).

1.4 FPH may change these terms of supply without notice to you in relation to future supplies of any services.

2. Description and Price of the Services

2.1 The description and price of the services you order will be as shown in FPH current brochure or on www.fourpawshotel.co.uk (the .Site.) at the time you place your order.

2.2 If the services you order require a date on which the services are to be supplied (.Training Courses.), the dates of the Training Courses are subject to availability. If on receipt of your order your proposed dates are not available, FPH will inform you as soon as possible, and rearrange with you suitable dates for the Training Course prior to issuing an Order Confirmation.

2.3 Following the issue of the Order Confirmation, you may change the dates of a Training Course without incurring any extra cost.

2.4 Every effort is made to ensure that prices shown in FPH current catalogue or shown on its web site are accurate at the time you place your order. If an error is found, FPH will inform you as soon as possible and offer you the option of reconfirming your order at the correct price or cancelling your order.

2.5 The price of the services are exclusive of VAT.

3. Payment

3.1 You will pay a £100 deposit on placing your order and the remainder of the price on completion of the Training Course.

3.2 Payment for the services can be made by any method shown in FPH current catalogue or shown on its web site at the time you place your order.

4. Your Obligations

4.1 Prior to attending any Training Course, you must:

a) Ensure that your dog has a current canine vaccination/booster certificate covering distemper, infectious canine hepatitis, adenovirus,

parvovirus, parainfluenza, leptospira canicola and leptospira icterohaemorrhagiae; and

b) disclose to FPH all details of any medical treatment that your dog is receiving or has received in the previous 12 months.

5. Performance of the Services

5.1 FPH will NOT be responsible for any vets' fees during the dog's stay.

Any health problems will be dealt with by our Veterinary Surgeons of which payment will need to be received before collecting your dog.

Please let us have details of your Pet insurance Scheme.

5.2 FPH reserves the right to cancel or cease your dog's Training Course should the dog prove to be unsuitable for training, or in the extreme case where there is a conflict of interest with the dog owner in the sole judgement of FPH. In these circumstances FPH will waive any training fees but reserve the right to recover any previously agreed transport costs.

5.3 You may leave up to a maximum of 3 of your dog's personal toys with the dog during a Training course but these are left at your risk and FPH will not be held responsible for the return of these toys at the end of the Training Course.

6. Your Right of Cancellation

6.1 Subject to clause 6.2, you have the right to cancel the contract at any time up to the end of seven working days after you receive the Order Confirmation. A working day is any day other than weekends and bank or other public holidays.

6.2 Unless agreed by FPH, you will not have the right to cancel the contract once performance of the services has commenced.

6.3 To exercise your right of cancellation, you must give written notice to FPH by hand or post, fax or email, at the address, fax number or email address shown below, giving details of the services ordered.

6.4 Once you have notified Crosskeys that you are cancelling the contract, FPH will refund or re-credit you within 30 days for any sum that has been paid by you or debited from your credit card for the services.

7. Use of the Site and Materials

7.1 FPH grants to you a personal, non-transferrable and non-exclusive licence to use the Site and the Materials to:

7.2 You acknowledge that all intellectual property in the Site and the Materials belongs to, or is licensed to FPH.

7.3 Crosskeys give you no warranty or assurance about the Site or its contents. Whilst FPH do endeavour to maintain the accuracy and the quality of the Materials on the Site, they may be incorrect or out of date. Therefore, you should not rely on the information on FPH Site as being up to date. Materials are not intended to constitute advice of any sort.

7.4 FPH is providing the legal information on the Site for information purposes only and any use you make of the Materials is at your own risk. You should not place any reliance on the information provided.

7.5 It is FPH policy to respect the privacy of its customers. Crosskeys will not disclose customer information unless it is specifically required to do so by law, or in response to a valid, legal request by a law enforcement or governmental authority or as may otherwise be authorised by you.

7.6 FPH shall adhere to the privacy policy referred to in this clause 7 and by agreeing to these terms and conditions, you are also explicitly consenting to FPH handling your information as provided under this policy.

7.7 By accepting these terms and conditions, you acknowledges that, FPH (or others acting on its behalf) must store, host, and otherwise process your information.

7.8 Without limiting other remedies, FPH may immediately issue a warning to you or terminate your licence to access or use the Site:

7.9. if you are in breach of any of these conditions or of the documents it incorporates by reference;

8. Warranties and Liability

8.1 FPH warrants that the Services will be provided in accordance with the FPH Set Standard set out in the FPH web site and brochure. FPH will demonstrate the Set Standards on FPH premises at the conclusion of the Training Course but FPH gives no warranties or guarantees that the Set Standard will be achieved by or at any time thereafter. Provided that you follow the recommended after care programme and seek the FPH support services as necessary, FPH will use reasonable endeavours to assist you to achieve the Set Standard.

8.2 All warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded from the contract. This does not affect your statutory rights.

8.3 FPH shall have no liability to you for any reason arising from any Material or instructions supplied by you which are incomplete, incorrect, inaccurate, illegible, out of sequence or in the wrong form, or arising from their late arrival or non-arrival, or any other fault of yours.

8.4 FPH shall not be liable to you or be deemed to be in breach of the contract by reason of any delay in performing, or any failure to perform, any of FPH obligations in relation to the services, if the delay or failure was due to any cause beyond FPH reasonable control.

8.5 Nothing in these terms of supply in any way excludes or restricts FPH liability for negligence causing death or personal injury or for fraudulent misrepresentation or for anything which may not legally be restricted. Nor does it affect your statutory rights.

YOUR ATTENTION IS IN PARTICULAR DRAWN TO THE PROVISIONS OF CLAUSE 8.6

8.6 Subject to the remainder of this clause 8:

a) FPH total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation or otherwise, arising in connection with the performance of this contract shall be limited to the Price paid by you for the Services; and

b) FPH shall not be liable to you for any indirect or consequential loss or damage (whether for loss of profit, loss of business or otherwise), costs, expenses or other claims for consequential compensation whatsoever (howsoever caused) which arise out of or in connection with the contract.

8.7 You shall be liable to FPH for any loss or damage to the FPH premises caused by your negligence or default.

9. Entire Agreement

9.1 This contract is the entire agreement between you and FPH on the subject matter contained herein and supersedes all representations, communications and prior agreements between the parties in that regard.

9.2 You acknowledge that upon entering into this contract you do not rely and have not relied on any representation (whether negligent or innocent), statement or warranty made or agreed to by any person (whether a party to this contract or not) except those expressly referred to in this contract.

10. Applicable Law

These terms of supply and the supply of the goods will be subject to English law, and the English courts will have exclusive jurisdiction in respect of any dispute arising from the contract.

Contact Details

FPH Training & Behaviour Centre Crosskeys Petcare Centre, Collier Row Road, Romford, Essex, RM5 2BH

Telephone: 020 8599 3317

Fax: 020 8599 6177

