



DEFINITIONS

Crossroads Resort is the collective brand name for Crossroads Kennels and Cattery and associated services, including Crossroads Daycare, Crossroads Hydrotherapy Centre and Crossroads Dog Training Services. By engaging with any service offered under the Crossroads Resort brand, the Client acknowledges and agrees that these Terms and Conditions, whether referencing Crossroads Resort generally or a specific department, constitute a binding agreement with Crossroads Kennels and Cattery or Crossroads Hydrotherapy Centre.

GENERAL

1. By either (a) enrolling a dog, (b) permitting a dog to attend, or (c) accepting services provided by Crossroads Resort or the Crossroads Hydrotherapy Centre and their staff, the Client is deemed to have read, understood, and agreed to be bound by these Terms and Conditions.
2. Crossroads Resort is authorised to act as the designated temporary guardian for the Client's dog during the period of care. This includes taking any reasonable and necessary actions deemed essential for the protection, health, and welfare of the dog. In the event of an emergency where the Client cannot be contacted, Crossroads Resort is authorised to make critical healthcare decisions in consultation with affiliated veterinary professionals, where such decisions are made in the best interests of the dog.
3. By agreeing to these Terms and Conditions, the Client consents to Crossroads Resort and the Crossroads Hydrotherapy Centre collecting, storing, and retaining personal information. Personal data will be held securely and may be shared with veterinary or professional services where required. Further details are available in our Privacy Policy.
4. Upon termination of the contract, regardless of the reason for termination, the Client remains responsible for the prompt payment of all outstanding fees, invoices, and any applicable interest owed to Crossroads Resort or the Crossroads Hydrotherapy Centre. Where services have been provided but not yet invoiced, an invoice will be issued and payment will be due upon receipt.
5. Crossroads Resort reserves the right to remove or dismiss a dog from any of its services where necessary to protect the safety of staff, other animals, or the welfare of the dog. Such decisions will be made at Crossroads Resort's sole discretion and in the best interests of all parties.
6. Crossroads Resort reserves the right to refuse service to, or remove, any Client who engages in aggressive, abusive, threatening, discriminatory, or otherwise inappropriate behaviour towards staff, other clients, or animals.
7. Unless otherwise advised in writing, the Client grants permission for images or videos of their dog to be used by Crossroads Resort for promotional purposes, including but not limited to social media, website content, and marketing materials.

KENNELS/BOARDING

1. A 50% deposit of the total booking value is required within 24 hours to secure kennel availability and confirm all reservations.
2. For off-peak bookings, refunds for deposits will be processed only where written cancellation notice is received at least 28 days prior to the scheduled commencement of the stay.
 - 2.1. Cancellations made between 28 and 14 days prior to the start date are non-refundable; however, deposits may be transferred once as account credit, valid for 12 months.
 - 2.2. Cancellations made within 14 days of arrival will result in the deposit being forfeited in full.
3. Deposits for peak-period bookings (including Bank Holidays, July and August, the Christmas season, all school holidays and the weekends immediately preceding and following these periods) are strictly non-refundable and non-transferable. Cancellations or date changes are subject to seasonal terms and availability.
4. For bookings made within 14 days of arrival, full payment is required at the time of booking. Payments for bookings made or cancelled within this period are non-refundable.
5. Where a booking has been paid in full, Crossroads Resort may, at its discretion, issue a partial refund if the reservation can be re-let in its entirety. Refund consideration applies only to cancellations made at least 14 days prior to arrival.
6. Cancellations made within 7 days of arrival or failure to attend will result in the full booking value being payable.
 - 6.1. Crossroads Resort reserves the right to decline or cancel future bookings where balances remain unpaid.
7. Deposits paid using account credit
 - 7.1. Where a reservation is cancelled 28 days or more prior to arrival, deposits paid using credit will remain as credit on the Client's account.
 - 7.2. Where a reservation is cancelled between 14 and 28 days prior to arrival, the deposit paid using credit may, at the discretion of Crossroads Resort, be transferred once to an alternative booking, valid for 12 months.
 - 7.3. Where a reservation is cancelled within 14 days of the scheduled stay, the deposit paid using credit will be forfeited in full and no refund or further credit will be issued.
8. Booking amendments
 - 8.1. Requests to amend an existing booking must be submitted in writing (via email or the client portal) and are subject to availability and management discretion.
 - 8.2. Reasonable amendments such as adjusting arrival or collection times within confirmed dates, moving a booking by one day, or extending a stay where space permits may be accommodated without penalty where practical and fair.
 - 8.3. Substantial amendments, including moving a booking to entirely new dates, reducing the overall length of stay, or removing individual days, will be treated as a cancellation and new booking. Applicable cancellation terms will apply.
 - 8.4. Where an amendment is approved, the revised booking will be charged at the rates in place at the time of amendment.
 - 8.5. Crossroads Resort reserves the right to decline amendment requests where they would materially affect kennel availability or business operations.
 - 8.6. Additional services or enrichment activities booked as part of, or in addition to, a boarding stay are scheduled services and subject to availability. Where such

services are cancelled or amended while the boarding stay remains in place, a minimum of 48 hours' notice is required. Changes made within 48 hours of the scheduled activity, or failure to attend, will result in the full charge being payable.

9. Charges commence upon the arrival and conclude upon the departure of the dog. All days are charged as full calendar days, regardless of collection time.

10. Where a dog is collected prior to the scheduled conclusion of the booking, the full booking value remains payable.

11. At the conclusion of the stay, any outstanding balance must be paid in full, including any applicable charges. Where additional services have been provided and not previously invoiced, a final invoice will be issued, and payment will be due immediately upon receipt.

12. Third-party collection authorisation

12.1. Where anyone other than the registered Owner is collecting the dog, explicit authorisation must be provided in advance.

12.2. The Owner must provide the full name and contact details of the authorised individual.

12.3. The authorised individual must present valid photo identification upon collection.

12.4. Crossroads Resort reserves the right to refuse release where identification cannot be verified.

12.5. The Owner remains responsible for ensuring that any authorised third party is capable of safely collecting and caring for the dog. Crossroads Resort accepts no liability for incidents occurring after release.

13. Delayed or failed collection

13.1. Delays in collection must be communicated promptly.

13.2. Failure to collect a dog within 14 days of the scheduled departure date, without prior communication, may result in rehoming procedures being initiated.

14. Double rates apply for services provided on all Bank Holidays, including Christmas Day, Boxing Day, and New Year's Day.

15. Business hours

15.1. Monday - Saturday: 9:00am - 11:45am and 4:00pm - 5:15pm

15.2. Sundays and Bank Holidays: 9:00am - 11:00am only

15.3. The facility is closed for arrivals and collections on Christmas Day and Boxing Day

16. Clients are requested to arrive no later than 15 minutes before closing. Dogs not collected by 5:15pm will remain overnight and incur an additional day's charge.

17. Trial stay requirement

17.1. Dogs that have not previously stayed in the kennels must complete a trial stay prior to the commencement of their scheduled visit.

17.2. The purpose of the trial stay is to allow the dog to acclimatise to the facility, staff, routines, and to assess suitability.

17.3. Trial stays are booked as a day and overnight stay (unless otherwise agreed) and are charged as two calendar days at the standard boarding rate.

17.4. Dogs attending a trial stay must be dropped off in the morning to allow sufficient observation time.

17.5. Following the trial stay, staff will assess readiness for future boarding. Additional trial days or alternative arrangements may be recommended where necessary.

17.6. Where a trial stay is required, kennel availability for future bookings is not secured unless a deposit for the intended booking has been paid.

17.7. Owners may either:

17.7.1. Secure future booking dates by paying the booking deposit at the time the trial stay is booked, or

17.7.2. Proceed with the trial stay only and request future bookings after completion, subject to availability.

17.8. Where a deposit has been paid, the booking will be treated as provisional until the trial stay is successfully completed.

17.9. If the trial stay is successful, the booking will be confirmed and the deposit retained in accordance with these Terms and Conditions.

17.10. If the dog is deemed unsuitable following the trial stay, the provisional booking will be cancelled and the booking deposit refunded in full.

17.11. The cost of the trial stay itself remains payable in all circumstances.

17.12. Crossroads Resort does not hold kennel availability without a paid booking deposit.

18. Age requirements

18.1. Dogs aged five months or older will be accepted following completion of the trial process for short stays only.

18.2. Extended stays are accepted only for dogs aged nine months and older.

19. The Owner must disclose any medical conditions at the time of booking. Dogs must arrive in good health.

20. Valid documentation for Distemper, Hepatitis, Leptospirosis, and Kennel Cough is required. Kennel Cough must be administered at least two weeks prior to boarding. Titre tests are accepted where clearly protective.

21. Admission will be refused without valid proof of vaccinations. Standard cancellation terms will apply and the booking will be treated as a same day cancellation.

22. Parasite control

22.1. Dogs must be wormed and treated for fleas and ticks prior to arrival.

22.2. If parasites are detected, treatment will be administered and the cost added to the invoice.

22.3. Where treatment consent is withheld, the emergency contact will be required to collect the dog.

23. Medication administration

23.1. Oral medications will be administered with reasonable care.

23.2. All medications must be provided in original packaging and clearly labelled with the dog's name, dosage instructions, and veterinary details.

23.3. Medications are administered between 8:00am and 5:00pm only.

23.4. Medications without clear labelling, instructions and veterinary consent will not be administered and may be refused on admission.

24. Crossroads Kennels provides bedding and does not accept external bedding for hygiene reasons. Toys or blankets may be provided at the Owner's risk. No liability is accepted for loss or damage.

25. Feeding

25.1. Feeding arrangements will be confirmed prior to arrival or at drop-off.

25.2. Owners are encouraged to supply their own food.

25.3. Dogs are typically fed twice daily, with chews and treats provided where appropriate.

26. Veterinary care

26.1. The Client authorises treatment by Crossroads Resort's designated or emergency veterinary provider.

26.2. Minor injuries may occur during normal supervised activity. All veterinary costs remain the Owner's responsibility.

26.3. Claims arising from gross negligence or wilful misconduct may be pursued through insurance, capped at £1,500.

26.4. Undisclosed pre-existing conditions will incur a £100 transport and staff fee.

27. The Owner must disclose any aggressive, reactive, or concerning behaviour prior to booking.

28. Crossroads Resort reserves the right to refuse admission or require early collection of any dog showing signs of illness, distress, or aggression. Damage or injury caused by a dog remains the Owner's responsibility.

29. Dogs requiring early collection due to welfare, illness, or behavioural concerns will be collected at the Owner's expense.

30. Shared accommodation is provided at the Owner's discretion. Crossroads Resort reserves the right to separate dogs where required for welfare or safety.

31. Daycare Access During Boarding Stays

31.1. Crossroads Resort may offer half-day or full-day daycare access as an optional add-on to boarding bookings (hereafter "Daycare Access"). This service allows dogs staying in the kennels to spend supervised time in the designated daycare zones during the day.

31.2. Daycare Access involves structured, supervised interaction and activity, including structured rest periods, with other dogs and staff within the daycare environment. Participation is limited to dogs assessed by Crossroads Resort as suitable for the daycare setting.

31.3. Prior to booking Daycare Access as part of a boarding stay, the dog must have successfully completed an assessment session at the Crossroads Resort daycare centre. Dogs that have not completed, or have not passed, a daycare assessment are not eligible for this service.

31.4. In addition to the assessment session, the Owner must complete all required Behaviour and Information Forms, providing accurate and truthful details regarding the dog's temperament, social behaviour, history, and any known issues.

31.5. Crossroads Resort reserves the right to refuse, limit, delay, or withdraw Daycare Access at any time if a dog is deemed unsuitable based on assessment results, observed behaviour, interactions during daycare participation, or staff judgment.

32. All dogs participating in Daycare Access do so at the Owner's risk. While reasonable care, supervision, and safety measures are provided, Crossroads Resort accepts no liability for injury, illness, or loss occurring during daycare participation, except in cases of gross negligence or wilful misconduct by staff.

33. Any veterinary or medical costs arising from incidents during Daycare Access are the sole responsibility of the Owner.

34. If a dog displays behaviour that poses a risk to itself, other dogs, or staff, or sustains a serious injury, Crossroads Resort may immediately remove the dog from Daycare Access without refund.

35. Crossroads Resort reserves the right to withdraw, reschedule, shorten, or cancel Daycare Access at its discretion for operational, welfare, or safety reasons, including but not limited to staffing levels, weather conditions, or group compatibility.

36. Owners will be notified as soon as reasonably practicable if Daycare Access is altered, cancelled, or if their dog is withdrawn from participation.

37. The premises are fully secured, monitored 24/7, and enclosed within a six-foot perimeter fence.

38. Crossroads Resort reserves the right to amend these Terms and Conditions. The most current version is available at the office and on the website.

DAYCARE

1. Crossroads Daycare offers the freedom of an off-lead environment. The Client grants permission for their dog(s) to be off-lead, engaging in play and interaction with other dogs within the secure, zoned areas of the premises. All dog activities take place on-site; off-site lead walks are not part of the daycare service.

2. By entrusting their dog to Crossroads Daycare, the Client authorises Crossroads Daycare to group dogs according to age, size, play style, temperament, and overall suitability. Grouping decisions are made at the sole discretion of Crossroads Daycare and are based on the welfare of all dogs in our care.

3. A successful assessment does not guarantee ongoing acceptance into daycare. All dogs are continuously monitored, and Crossroads Daycare reserves the right to reassess or withdraw daycare access at any time should a dog's behaviour, tolerance of the environment, or welfare needs change.

4. Crossroads Daycare does not accept dogs under the age of 1 year.

5. Fees, Bookings & Attendance

5.1. Crossroads Daycare operates a fixed-fee daycare system. Clients pay a fixed daily rate to secure a place at the daycare centre.

5.2. Fees are payable per session booked and must be paid a minimum of 48 hours in advance. If outstanding fees have not been settled, Crossroads Daycare reserves the right to refuse entry for the scheduled daycare session(s).

5.3. Any cancellations or amendments must be made at least 48 hours prior to the scheduled booking. Changes made within 48 hours will be charged at the full session rate.

5.4. Acceptance of daycare bookings is subject to availability within an appropriate group. Group placement is determined following assessment. If no suitable space is available, Crossroads Daycare reserves the right to decline the booking.

5.5. Crossroads Daycare reserves the right to refuse entry or require immediate collection of any dog if, at any time, the dog's behaviour, health, stress levels, or welfare are deemed to pose a risk to themselves, other dogs, staff, or the safe operation of the daycare. No refund will be issued for the affected session.

6. Hours, Drop-Off & Collection

6.1. Business hours

6.1.1. Office: Monday - Friday, 9:00am - 5:00pm

6.1.2. Daycare: Monday - Friday, 7:30am - 5:15pm

6.1.3. Drop-off: 7:30am - 9:00am

6.1.4. Pick-up: 4:00pm - 5:15pm

7. Clients are requested to collect their dogs no later than 15 minutes before closing time (5:30pm) to support safe and orderly departures.

8. If early collection is required, advance notice should be provided wherever possible. The full daily rate will still apply.

9. A late fee of £1 per minute will be charged if the Client or their dog remains on the premises after 5:30pm.

10. Assessments & Admission

10.1. Clients may arrange a guided tour prior to booking an assessment. Show rounds are available on Saturdays from 2:00pm - 2:30pm.

10.2. A successful daycare assessment is required before bookings can be confirmed. Written confirmation of a pass result will be issued via email. Any bookings made without a completed assessment will be cancelled.

10.3. Assessments last up to four hours. Crossroads Daycare reserves the right to terminate the assessment early if welfare, behavioural, or safety concerns arise.

10.4. If a dog is deemed unsuitable for daycare, Crossroads Daycare reserves the right to cancel bookings or refuse ongoing attendance with immediate effect.

10.5. Assessment fees are non-refundable, regardless of outcome.

10.6. Dogs that do not pass an assessment may not be reassessed for a minimum of one month. Subsequent assessments are not eligible for discounts.

10.7. Following an absence of more than three months, Crossroads Daycare reserves the right to require a new assessment prior to re-admission.

11. Health, Behaviour & Welfare

11.1. The Client confirms that their dog has no known history of aggressive or antisocial behaviour and agrees to disclose any behavioural traits that may affect suitability for group care.

11.2. The Client confirms that all information provided about their dog, including health, behaviour, and medical history, is accurate and complete. Failure to disclose relevant information may result in refusal of service or immediate removal from daycare.

12. Proof of up-to-date vaccinations must be provided prior to assessment:

12.1. Distemper

12.2. Canine Infectious Hepatitis

12.3. Leptospirosis

12.4. Kennel Cough (administered at least two weeks prior to attendance)

13. Dogs must be wormed and treated with effective flea and tick prevention. If parasites are detected, the Client will be contacted immediately. Medication will not be administered without consent. Where contact cannot be made, the dog may be isolated until collection.

14. If a dog displays signs of illness, including but not limited to vomiting, diarrhoea, coughing, lethargy, or suspected infectious conditions, Crossroads Daycare reserves the right to isolate the dog and require immediate collection. Dogs showing signs of infectious illness may be refused entry until veterinary clearance is provided.

15. Female dogs in heat must refrain from attending daycare during their season and for 3 - 4 weeks afterwards. If a dog is suspected to be in season, collection will be required.

16. Where immediate collection is not possible, kennel accommodation with controlled exercise and enrichment may be provided at Crossroads Daycare's discretion.

17. Feeding, Medication & Care

17.1. Crossroads Daycare does not provide dog food. Client-supplied food will be fed separately, with adequate rest before reintroduction to group activities.

17.2. By using our services, the Client consents to Crossroads Daycare feeding their dog using food and instructions supplied by the Client.

17.3. Medications (to be given at daycare) must be clearly labelled and disclosed in advance. Medicines will be stored, administered, and disposed of in accordance with manufacturer and veterinary guidance, and only with Client consent.

17.4. Crates may be used for feeding, rest, or safety where necessary. Crating will not exceed one hour in any 8-hour period, in line with welfare standards.

18. Boarding Dogs Attending Crossroads Daycare

18.1. Dogs that are boarding with Crossroads Kennels and attending Crossroads Daycare will participate in daycare between 8:30am and 4:30pm only. This schedule allows the kennel team to complete morning and evening health checks, feeding, cleaning, and welfare routines. Crossroads Daycare cannot accommodate boarding dogs outside of these hours.

18.2. Where a dog is boarding and dropped off at the daycare centre, the Client must provide written feeding instructions directly to the kennels prior to arrival. Feeding instructions, unless written and provided with the food, cannot be accepted.

18.3. Any medication required during a boarding stay must be declared to the kennels prior to arrival, even where the dog is dropped off via Crossroads Daycare. Undisclosed medications cannot be accepted or administered at daycare check-in.

18.4. All belongings for dogs boarding, including food, medication, bedding, and comfort items, must be clearly labelled and provided in accordance with kennel check-in procedures. The daycare centre accepts no responsibility for items not clearly identified, incorrectly supplied, or handed over solely at daycare drop-off.

19. Veterinary Care & Emergencies

19.1. The Client authorises treatment by Crossroads Resort's nominated vet or designated out-of-hours provider.

19.2. Minor injuries may occur during normal supervised activity. Crossroads Daycare accepts no liability for such injuries.

19.3. Veterinary costs remain the responsibility of the Client.

19.4. Claims relating to gross negligence or wilful misconduct may be pursued through Crossroads Resort's insurance, capped at £1,500.

19.5. Pre-existing conditions are excluded.

19.6. Undisclosed pre-existing conditions requiring veterinary attention will incur a £100 administration and transport fee.

20. Consent from the owner or designated main contact is required for euthanasia. Where contact cannot be made, veterinary advice will be followed. Records will be retained.

21. The Client is responsible for providing accurate and up-to-date emergency contact details. Emergency contacts must be authorised to make decisions and collect the dog if required.

22. Operations, Security & Liability

22.1. Crossroads Daycare accepts no responsibility for loss or damage to collars, leads, coats, or other personal items left with the dog.

22.2. The Client accepts responsibility for any deliberate or repeated damage caused by their dog to Crossroads Daycare's property, facilities, or equipment beyond normal wear and tear.

22.3. Crossroads Daycare operates CCTV, security lighting, and alarm systems throughout the premises for safety and monitoring purposes.

22.4. From time to time, photographs or videos may be taken for training, record-keeping, or promotional purposes. Media consent will be obtained separately and may be withdrawn in writing.

23. Crossroads Daycare shall not be held liable for closures or service disruption arising from events beyond reasonable control, including extreme weather, power failure, fire, flood, disease outbreak, or staff illness.

24. Except in cases of gross negligence or wilful misconduct, Crossroads Daycare's liability is limited to the value of the daycare fees paid for the affected booking or the level of cover provided by its public liability insurance, whichever is greater.

25. All attending dogs participate in an enrichment programme involving socialisation, play, grooming as well as beneficial dog and human interactions. The Client consents to their dog engaging in these activities, with adjustments made for dogs with special requirements.

HYDROTHERAPY

1. Crossroads Hydrotherapy Centre is committed to treating every dog with care, respect, and individual attention. While all reasonable precautions are taken, hydrotherapy sessions are undertaken at the Owner's discretion and risk.

2. Payment for all hydrotherapy sessions and treatment courses is required in advance, including sessions associated with insurance claims. Owners remain responsible for payment in full and for reclaiming any eligible costs from their insurance provider. Individual sessions must be paid for on the day of treatment.

3. Owners and handlers are strongly advised to wear footwear with non-slip soles when entering the pool area. Poolside surfaces may become wet, and Crossroads Hydrotherapy Centre accepts no liability for slips or falls.

4. Appointments cancelled or missed with less than 24 hours' notice will be charged at the full session rate.

5. Hydrotherapy treatment requires prior authorisation from the dog's Veterinary Surgeon. Crossroads Hydrotherapy Centre reserves the right to refuse, suspend, modify, or discontinue treatment where veterinary approval is not provided, withdrawn, or where treatment is no longer deemed appropriate.

6. Dogs presenting with infectious or contagious conditions, including but not limited to ear or eye infections, skin conditions, gastrointestinal upset, or kennel cough, will not be accepted for treatment. Owners are required to cancel affected appointments with at least 24 hours' notice. Standard cancellation charges apply where notice is not provided.

7. Female dogs in season are not permitted to attend hydrotherapy sessions until their heat cycle has concluded.

8. Owners must provide proof of up-to-date vaccinations prior to the commencement of hydrotherapy. Sessions will only proceed where vaccinations are current, unless a valid veterinary exemption is provided and accepted by Crossroads Hydrotherapy Centre.

9. Owners must inform Crossroads Hydrotherapy Centre immediately if:

9.1. Their dog's condition deteriorates during a course of treatment, or

9.2. Their Veterinary Surgeon advises that hydrotherapy should be suspended or discontinued.

10. Dogs must not be fed within two hours prior to a hydrotherapy session. Owners should also ensure that dogs have had the opportunity to relieve themselves before arrival. Feeding should not resume until at least two hours after swimming.

11. Dogs must remain under control and on a lead at all times when not within the designated swimming or treatment areas.

12. Owners are responsible for cleaning up after their dogs while on the premises.

13. Crossroads Hydrotherapy Centre reserves the right to shorten, modify, or discontinue any hydrotherapy session where it is deemed necessary for the safety or welfare of the dog, staff, or other users, without refund.

14. Crossroads Hydrotherapy Centre accepts no liability for injury, illness, loss, or death of any animal or person occurring on the premises or during hydrotherapy sessions, except where required by law.

15. Crossroads Hydrotherapy Centre accepts no responsibility for loss of, or damage to, vehicles or personal property while on the premises.

TRAINING

1. While Crossroads Resort takes all reasonable precautions to ensure the safety of Clients and their dogs during training classes or private sessions, participation is undertaken at the Client's own risk. Crossroads Resort accepts no responsibility for injury, loss, illness, or disease sustained by the Client or their dog, whether on the premises, surrounding grounds, or parking areas, except where required by law.

2. Crossroads Resort does not guarantee specific training outcomes or behavioural results. Progress depends on multiple factors, including consistency, environment, genetics, learning history, and the Client's implementation of training advice.

3. Puppies under 16 weeks of age must have received both their first and second vaccinations prior to attending classes. Puppies under 12 weeks of age are not eligible to attend.

4. Group training operates on a pay-as-you-go basis with fixed weekly time slots. If a Client fails to attend four consecutive sessions without notifying the trainer, Crossroads Resort reserves the right to reallocate the reserved slot.

5. Class bookings may be made up to 24 hours prior to the scheduled session. Cancellations are non-refundable; however, Clients may reschedule their booking to an alternative slot in the following week, subject to availability.

6. If a Crossroads Resort trainer or behaviourist is unable to deliver a scheduled session and no suitable replacement is available, the session will either be rescheduled at no additional cost or refunded if an alternative date cannot be agreed.

7. Photography and videography during training sessions are prohibited unless prior written permission has been granted by Crossroads Resort.

8. Clients must disclose all relevant behavioural, medical, or handling information relating to their dog(s) that may affect safety, training outcomes, or welfare.

9. Crossroads Resort reserves the right to exclude any dog from group classes if the dog is deemed unsuitable for a group environment, including but not limited to excessive vocalisation, fear, or aggressive behaviour. Where appropriate, private training sessions may be recommended at Crossroads Resort's discretion.

10. Owners of legally restricted or prohibited breeds (including but not limited to XL Bully, Pit Bull, Japanese Tosa, Dogo Argentino, and Fila Brasileiro) must comply with all applicable legislation. This includes neutering, microchipping, third-party insurance, use of lead and muzzle, and provision of a valid Certificate of Exemption.

11. Full payment for all 1-to-1 training or behaviour services must be made in advance of the session.

12. Clients may reschedule a 1-to-1 session without charge provided at least 48 hours' notice is given.

13. Cancellations made within 48 hours of a scheduled 1-to-1 session will result in forfeiture of the full session fee. No refunds will be issued.

14. Payment is required at the time of booking to secure a place in group classes. Places cannot be reserved without payment.
15. Late arrival may result in reduced session time or refusal of entry where disruption, safety, or welfare concerns arise. Missed sessions are non-refundable.
16. Clients are requested to bring water for their dog to training sessions to help minimise the risk of cross-contamination.
17. Clients are responsible for cleaning up after their dog if they relieve themselves during sessions.
18. While Crossroads Resort holds Public Liability Insurance, Clients are strongly advised to maintain appropriate insurance for their dog. Crossroads Resort reserves the right to decline bookings for uninsured dogs.
19. Crossroads Resort uses training methods based on current scientific evidence, prioritising relationship-building, kindness, and fairness. Harsh handling, physical force, punitive techniques, or the use of aversive equipment—including choke chains, prong collars, spray collars, e-collars, or similar devices—are strictly prohibited.
20. Clients acknowledge that training sessions may involve the use of food rewards, toys, or equipment appropriate to the dog and training goals. Consent is deemed given unless otherwise stated in writing prior to the session.
21. Family members, including children, are welcome to attend training sessions. Adults must supervise children at all times and ensure children only interact with dogs with the owner's permission. Crossroads Resort does not accept responsibility for supervising children.
22. To maintain a productive learning environment, children must not disrupt sessions. Crossroads Resort reserves the right to request that disruptive children do not attend future classes.
23. Participants under the age of 16 must be accompanied by a responsible adult.
24. Only one adult handler is permitted per dog during group classes unless otherwise agreed by the trainer.
25. Any accidents or injuries must be reported immediately to the trainer. First aid equipment is available on site.
26. Dogs must remain on a lead at all times unless explicitly instructed otherwise by the trainer. Flexi or extending leads are not permitted during classes.
27. Clients are responsible for ensuring their dog's vaccinations are up to date prior to commencing training.
28. Crossroads Resort accepts no liability for exposure to infectious disease. Decisions regarding vaccination are made by the Client at their own risk.
29. By booking a class, the Client accepts full responsibility for managing and mitigating the risk of disease exposure for their dog.
30. Clients must inform the trainer in advance of any allergies, food sensitivities, or special requirements and provide suitable alternative treats if required.
31. Dogs must not attend training if they have been exposed to contagious disease or show signs of illness, including vomiting, diarrhoea, coughing, or nasal discharge.
32. Female dogs in season must not attend group classes.
33. The Client accepts full responsibility for their dog and its behaviour at all times, regardless of trainer presence or instruction.
34. The Client remains solely responsible for the management, handling, and welfare of their dog outside of training sessions. Crossroads Resort accepts no liability for outcomes resulting from the Client's application or non-application of training advice.

35. Crossroads Resort reserves the right to terminate training services where continued participation is deemed unsafe, unproductive, or incompatible with the welfare of the dog, staff, or other participants.
36. Crossroads Resort reserves the right to amend the content, timing, date, location, or format of training sessions, including delivery via online platforms, where necessary.
37. Crossroads Resort accepts no responsibility for loss, theft, or damage to vehicles or personal property during training sessions.
38. Training sessions are conducted outdoors. Clients should dress appropriately for weather conditions and ensure their dog's comfort.
39. Seasonal items such as coats, cooling vests, towels, and water should be brought as appropriate.

DISCLAIMER

1. Animal aggression poses a potential threat, leading to injuries, and in some cases, even fatal harm to both animals and humans. While treatments for aggression exist, success is not guaranteed, and behavioural modifications do not necessarily ensure effective control of aggressive tendencies.
2. Pet owners bear the crucial responsibility of ensuring their animals pose no harm in the future. This involves taking various precautions, such as keeping dogs on a leash, utilising muzzles, communicating any aggressive tendencies to others, avoiding interactions with specific individuals or dogs, and employing secure fencing and doors for confinement. Owners must consistently exercise vigilance over their pets and are strongly encouraged to secure adequate pet or household insurance coverage. This insurance should encompass liability for potential damage or injury caused by the pet to property or third parties. We highly recommend obtaining insurance that includes third-party liability coverage, with or without veterinary expenses.
3. Instances of canine aggression may serve as indicators of underlying intricate behavioural and psychological challenges, necessitating the expertise of a qualified behaviourist. Crossroads Resort maintains the prerogative to reject cases, particularly those involving severe aggression. In such instances, we strive to furnish you with information about a qualified behaviourist and guide you towards seeking their assistance.
4. Crossroads Resort retains the authority to conclude any established behaviour and training program if we determine that your dog's issue would be more effectively addressed by a behaviourist. In such instances, refunds may be granted at the discretion of Crossroads Resort.