

Terms and Conditions.

ActivK9s Terms and Conditions

. About ActivK9s

ActivK9s provides online dog training courses and educational content based on positive reinforcement and force-free training methods. Our courses are designed to provide practical guidance to help owners better understand and train their dogs.

The information provided in our courses is for educational purposes and is not a substitute for individual veterinary advice or an assessment by a suitably qualified professional where a dog has serious behavioural or medical concerns.

2. Purchasing a Course

When you purchase an ActivK9s online course, you are purchasing personal access to the course materials for your own private, non-commercial use.

Course access must not be shared with another person. Course videos, lessons, text, images, downloads and other materials may not be copied, reproduced, distributed, resold or made publicly available without prior written permission from ActivK9s.

Prices are displayed in euro (€). The price shown at checkout is the price payable for the course at the time of purchase.

3. Course Access and Accounts

To access a purchased course, you will need an ActivK9s customer account. You are responsible for keeping your login details secure and for activity carried out through your account.

Course access is for the person who purchased the course and must not be transferred or shared with another person.

ActivK9s may suspend access where there is reasonable evidence that an account is being shared, misused, or used to distribute course materials without permission.

4. Payment

Payment must be made through the payment methods available at checkout. Course access will normally be provided once payment has been successfully processed.

If a payment is declined, reversed, refunded or subject to a chargeback, ActivK9s may suspend or remove access to the relevant course where appropriate.

5. Cancellation and Refunds

If you are a consumer in the European Union, you normally have a 14-day right to cancel a distance contract.

However, where you request immediate access to digital course content during this 14-day period, you may be asked to expressly consent to the supply of the digital content beginning immediately and to acknowledge that you may lose your statutory right to cancel once supply of the digital content has begun, where permitted by applicable law.

Nothing in these Terms affects any statutory rights you have as a consumer, including your rights where digital content is faulty, not as described, or not supplied as agreed.

6. Dog Training and Safety

Every dog is an individual, and training results will vary depending on factors including the dog's age, temperament, previous experiences, environment and consistency of training.

You are responsible for the safety and welfare of your dog

while applying the information provided in the course. Training should always be carried out in a safe and appropriate environment.

If your dog displays aggression, severe fear, significant anxiety, sudden behavioural changes or behaviour that may present a risk to people or other animals, you should seek appropriate professional advice. Sudden behavioural changes may also warrant consultation with your veterinary surgeon.

7. Intellectual Property

All ActivK9s course content, including written lessons, videos, graphics, worksheets, downloads and other training materials, remains the intellectual property of ActivK9s or the respective rights holder.

Purchasing a course gives you a personal licence to access and use the materials for your own private learning. It does not transfer ownership of the course content or give permission to copy, reproduce, publish, sell, share or commercially exploit the materials.

8. Availability and Changes to Courses

ActivK9s aims to keep its online courses available and up to date. From time to time, course content may be updated, improved or reorganised.

We may temporarily suspend access where reasonably necessary for website maintenance, security, technical problems or circumstances outside our reasonable control.

Where significant changes affect a purchased course, we will take reasonable steps to ensure that customers continue to receive the course content they purchased.

9. Limitation of Liability

ActivK9s provides its courses and training materials with

reasonable care and skill. However, because dogs, owners and training environments differ, specific training results cannot be guaranteed.

To the extent permitted by law, ActivK9s will not be responsible for losses arising from the inappropriate use of course information or from failing to follow reasonable safety precautions.

Nothing in these Terms excludes or limits liability where it would be unlawful to do so, or affects your statutory rights as a consumer.

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11. Contact

If you have any questions about these Terms and Conditions, your purchase, or access to an ActivK9s course, please contact us through the Contact page on the ActivK9s website.