

## **Terms and Conditions – Sarah MSc Dog Training & Behaviour ©**

The understanding and acceptance of Sarah MSc Dog Training & Behaviour's Terms & Conditions is appreciated. Payment made by clients indicates acceptance of the terms and conditions (T&C's), contract, and policy.

1. Initial consultations and all service fees will be invoiced and must be paid upfront to secure and confirm the initial appointment; all services are subject via a time framed allowance. For example, one off appointments/services are valid for that one occasion only, the Bronze training programme has 4 sessions with a 6 week expiration date of usage; the Gold training programme has 10 sessions with a 16 week expiration date of usage; thus has a usage start and end date. Each service has a specific duration, for example, initial consultations are from 60 minutes, behaviour-training sessions are from 45 minutes to 60 minute duration.
2. Cancellations- At least 72 hours' notice is required; does not include closed weekend hours as notice. Charges may be applied (for up to the entire period that has been cancelled) if the required notice period is not given. Sarah MSc Dog Training & Behaviour kindly request at least 72 hours' notice to cancel or rearrange a booked appointment(s) or session(s), this includes your failure to allow an appointment/session to go ahead or your failure to attend an appointment(s) or sessions(s). Failure to give 72 hours' notice will result in a forfeit of the session/appointment at a cost to you the client.
3. In the unfortunate event the session/appointment is cancelled by Sarah MSc Dog Training & Behaviour, the service will be secure and an alternative time will be offered in replacement at your convenience. \*In the event that Sarah MSc Dog Training & Behaviour can no longer offer the service you have paid for (and which is of no relevance to you the client), a full refund of the unused/remainder appointment/session(s) will be given, with no administration fee incurred.
4. Sarah MSc Dog Training & Behaviour reserves the right to cancel/terminate the contract (at any time and with immediate effect) if any dog/s under the contract do not respond well to the therapy/training plan, and/or if clients do not follow professional advice (where the continuing of said contract is deemed, by Sarah MSc Dog Training & Behaviour, to constitute a risk). Client failure to follow professional advice, divulge information, behavioural issues and risks falls under this termination/cancellation right.
5. Refunds- Requests for refunds must be stated in writing via email or message (original mode of communication) & must be given with at least 72 hours' notice of the booked session/appointment; the session/appointment booking will be forfeited at a cost to you the client if the required notice is not given. A charge of £25.00 as an administration fee will incur, then a total refund of 50% will be awarded from the remainder appointment(s) or session(s). Refunds part way through programmes will be calculated by charging the full consultation fee, equipment/gift bag, and full single session rate of the used sessions, and a charge of £25.00 as an administration fee will incur, then a total refund of 50% will be awarded from the remainder appointment(s) or session(s).
6. All owners must be aware and follow UK dog/pet laws and legislations; all pets must wear suitable and well fitted collars and ID identification tags at all times to adhere to these requirements.
7. All dogs will be kept on lead unless prior agreement has been reached with the owner and Sarah MSc Dog Training & Behaviour. Owner's/client requests for off lead play, walks and training will be granted if agreed between both parties; the client remains fully responsible for the dog and/or the control of the dog at all times.
8. You the client must provide all provisions, for example, food, treats, toys, training and walking equipment, feeding/water containers; additionally for premium services, two emergency contact details, veterinary surgery address and telephone number, veterinary health card and must have valid pet insurance (list not exhaustive).
9. Dogs and pets should be up to date with vaccinations or a valid titre test certificate, and flea and worm treatments. Required medications and care/welfare advice should be followed as per the vet's instructions.
10. The client is entirely responsible for any veterinary costs regardless, whilst in or outside the care of Sarah MSc Dog Training & Behaviour. Any travel costs and time involved in transporting dogs or pets to the vets or an alternative location will be owed/reimbursed by yourself the client within 24 hours. Clients should have valid pet insurance and thus is the clients' full responsibility; clients are responsible to contact, report and/or claim expenses.
11. Sarah MSc Dog Training & Behaviour will apply personal judgement and rearrange or cut short a training session and any appointment, where necessary. Such like an incident, injury, any potential risk, extreme weather conditions; including, but not limited to: excessive heat, torrential rain, thunder storms and snow/ice. The decision to do so lays with the judgment of the Sarah MSc Dog Training & Behaviour, for the safety of themselves, members of the public, other animals and that of the recipient. In such circumstances the decision to give a refund or reschedule for that session (either complete or partial) is at the discretion of Sarah MSc Dog Training & Behaviour.
12. During hot summer months clients are required to arrange/move/reschedule training sessions to cooler and safer times of the day; the hours from 5am to 9.30am approximately, will apply during excessive heats exceeding 21 degree Celsius. This is a temporary measure and is required to adhere to Sarah MSc Dog Training & Behaviour's T&C's, professional codes of conduct, policy, insurance, the animal welfare act, and all laws and legislations which stipulate safe practices for animals. Strictly no training sessions will go ahead in extreme heats whereby the heat constitutes a risk to health, safety and the legislations/law/guidelines to any and all parties involved. None compliance to agree and/or adjust to an alternative date and time may result in a termination of your support and

service, and/or the service expiration date being met. You the client must respond to any communication from Sarah MSc Dog Training & Behaviour within 7 days; failure to do so can also result in a termination of your support and service, and/or the service expiration date being met.

13. Sarah MSc Dog Training & Behaviour will apply personal judgement and cut short a session/appointment, if the dog is not coping well for any reason. In the case of anxious dogs, we may have the initial session with the client only or split the initial consultation into two smaller sessions; this must be a pre-planned arrangement.

14. Our methods are all kind, ethical and effective however are never instant and take commitment from the client to work with their dog in the long-term. Although we cannot fully guarantee a 100% success rate with our training methods, we have a high success rate with previous clients who follow and practice our methods in the long term.

15. The use of aversive tools is strictly not permitted, for example lead correction, yanking the collar/lead, choke chain, prong collar, electric/vibration/citronella collar, spray/pebble bottle, shouting, negative/curse words, physical harm or any form of reprimand tool (list not exhaustive). Any use of an aversive tool(s) and professional advice not being followed may result in a termination of your support and service.

16. All dogs that are known to bite other dogs or cause injury need to wear a professionally fitted muzzle, we take no responsibility for dogs who are not muzzled, not muzzled correctly or kept under control, during our appointment/session or when working outside of the service. Failure to disclose information, incidents, and health and safety risks, or to wear said correctly fitted muzzle may result in cancelation/termination of support and service.

17. Sarah MSc Dog Training & Behaviour is insured with Protectivity insurance however any illness, accident, incident or injury during our training session will not be covered if you have failed to use the appropriate equipment or failed to follow advice. Sarah MSc Dog Training & Behaviour will care for your dog(s) and pet(s) as you would with the highest regard, and whilst every effort to ensure they are well looked after, Sarah MSc Dog Training & Behaviour cannot be held liable for any accident, injury, loss or death whilst in our care whatever the cause.

18. Dogs must be always kept under control during appointments and sessions, and when entering your/owner premises. Failure to do so, and any injury or incident caused by your dog being out of control will be yours/the owner's full responsibility. In all cases meetings will take place outside or at the doorway of your premises first, we may work only outside during sessions, taking a hands-off approach working at a distance.

19. Any damage caused by your dog(s) or pet(s) to Sarah MSc Dog Training & Behaviour property, equipment, uniform, vehicle (list not exhaustive), must be reimbursed by yourselves, the client within 14 days.

20. As stated above, failure to disclose information or circumstances becoming a health and safety risk may immediately result in cancelation/termination of support and/or service. You the owner/client will be called primarily, then the emergency contacts will be notified to collect, replace, resolve the matter at hand. Sarah MSc Dog Training & Behaviour will not remain with or in an unsafe environment or circumstances at any time. A key must be left to be able to leave a/your/client property if deemed unsafe at any time.

21. No refund will be given for failure to disclose information, not following professional advice, the breaking/failure to adhere to the terms and conditions, and service agreement, or due to unsafe circumstances, and/or incidents which pose health or safety risks, regardless of cause/reason for any/all parties involved (client, pet, Sarah MSc).

22. You are happy for Sarah MSc Dog Training & Behaviour to share success stories about your dog via social media and share photos, videos, reviews and will include the pet's name(s).

23. You are happy to write a positive testimonial if requested to aid customers, clients and for marketing purposes.

24. Following appointments must be made at the end of each appointment/session, or within three days of your last one. Securing bookings ensures regular progression and works in line with the programme/service start and end date. Communication outside of this booking timeframe may result in no appointments being available, and loss of service/programme time; thus is the client's responsibility and subsequent loss.

25. You agree to report/check in regularly about your dog, and/or their progress through either the weekly sessions/appointments, email, text, social media messaging or by sharing on the business Facebook page. You the client must respond to any communication from Sarah MSc Dog Training & Behaviour, failure to do so within 7 days can result in a termination of your support and service, and/or the service expiration date being met.

26. In the case of behavioural issues you agree to give consent to work with us and are happy for us to contact your vet on your behalf if applicable.

27. The terms & conditions are in place to establish respectful guidelines & boundaries of service. To avoid short notice cancellations & loss of earnings; also in regards to special offers & including 'Sarah MSc Dog Training & Behaviour' professional time and resources being used prior to the cancellation or requests of a refund. Also to adhere to health and safety, and the avoidance of any risks or hazards. As Sarah MSc Dog Training & Behaviour is not protected by employment laws, the terms and conditions are in place to protect the small business, and offer fair and respectful rules to the service.

**\*\*You, the client, the owner refers to yourself and the individual(s) who made contact, agreed and paid for the services with Sarah MSc Dog Training & Behaviour; initial and following contact (partnership involvement and communications). Service(s) paid deems the terms and conditions have been read and accepted. Thank you for your cooperation.**