

TERMS AND CONDITIONS OF SERVICE

Please read the following carefully and if you have any comments or questions contact us on enquiries@edinburghdogbehaviour.com

These terms and conditions apply to all behaviour work carried out with, or on behalf of you, the client, including online, telephone, email and in person advice. Completion of a client registration form will be taken as indication that you accept and agree to be bound by these terms and conditions. Acceptance does not affect your statutory rights.

General Terms & Conditions

Representatives of Edinburgh Dog behaviour will at all times abide by the APBC code of conduct, a copy of which can be viewed at http://www.apbc.org.uk/apbc/code_of_practice.

Edinburgh Dog Behaviour and its representatives will have professional liability insurance cover at all times, a copy of which is available on request. We cannot, however accept responsibility for your actions or any actions of, or damage caused by your pet, which will be considered at all times to be under your control and under your care.

Edinburgh Dog Behaviour undertakes to ensure that the service provided to you will always reach the highest possible standards incorporating the latest scientifically proven techniques. However dealing with animals can sometimes be unpredictable and therefore we cannot provide a guarantee that the methods we adopt will be totally successful and timely for every case. Much will depend on the time and dedication of the owners/ family who undertake training and management of the animal, as well as the unique characteristics of the animal itself.

You (The Customer) are entirely responsible for the health and welfare of your animal at all times. You undertake to Edinburgh Dog Behaviour is updated fully on all conditions which may affect your pet physically/ medically. Cases presenting with behaviour problems will only be seen on veterinary referral to ensure that any behaviours treated are viewed in the context of your pet's health status.

Any information relating to your pet's behaviour MUST be fully and freely disclosed. For example fears, aggression, previous behaviour history etc. Failure to do so could cause serious harm to you, your pet, or members of your family/ friends, representatives of Edinburgh Dog Behaviour and/ or may result in advice given being ineffective or inadequate.

Older children and other family members are encouraged to participate in consultations, particularly where they play a role in the day to day life / care of the animal. All participants in the consult and ongoing behaviour work are subject to these terms and conditions. Children must be supervised at all times when interacting with pets or carrying out any of the techniques recommended to you.

Edinburgh Dog Behaviour undertakes to ensure that all information provided is up to date and accurate, and provided in a manner that is accessible and easy to follow. If you believe you have discovered an error in information provided or information is not clear, please let us know. If we



discover an error, we undertake that we will inform you at the earliest opportunity.

Edinburgh Dog Behaviour and its representatives reserve the right to refuse to work with a client without giving reason. However, where possible we will endeavour to provide reasons and guidance on where you can look for appropriate help and advice.

Edinburgh Dog Behaviour accepts no responsibility for loss, injury or accidents that occur to pet, owners or their families, or any veterinary bills or other costs arising from any incident relating to training, equipment or advice given. The ongoing health and safety of the pet and friends/ family members is entirely the responsibility of the owner.

Edinburgh Dog Behaviour does not recommend or endorse the use of physical punishment or punitive correction of any animal. If any health or welfare conditions are found to be of concern these will be reported to the local government officers, SSPCA inspector or local police where appropriate.

Payment and cancellation policy

Payment for all services is required either in advance, or on the day of your consultation. Payment by bank transfer is preferred however cash on the day is also accepted. You will be invoiced upon booking your session, and all charges are given in pounds sterling.

Cancellation of bookings must be provided at least 48 hours in advance by either email or telephone. A response will be given to accept cancellation or to rearrange your booking. If no response is received then a booking should be considered as not cancelled.

Individual circumstance will be considered, however Edinburgh Dog Behaviour and its representatives reserve the right to charge reasonable expenses incurred as a result of cancellations made less than 48 hours before the consultation session or where you are not available at the agreed time and place.

