

## TERMS AND CONDITIONS OF SERVICE

Please read the following carefully and if you have any comments or questions contact us on [enquiries@edinburghdogbehaviour.com](mailto: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](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**

- 1) Payment for all services is required either in advance, or on the day of your consultation. Payment by bank transfer is preferred however cash is also accepted by pre-arrangement. You will be invoiced upon booking your session/s, and all charges are given in pounds sterling.
- 2) Cancellation by the client
  - i. Cancellation of training/behaviour or walk and train sessions 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. Where more than 48 hours' notice is given every attempt will be made to rearrange the session. If this is not possible a full refund will be available, minus administrative costs where applicable.
  - ii. Cancelled sessions with less than 48 hours' notice will not be eligible for a refund, however Edinburgh Dog Behaviour and its representatives reserve the right to offer a full or partial refund at the individual trainer's discretion.
  - iii. Cancellation of package bookings by the client must be given in writing within 4 weeks of the initial session, ideally detailing reasons for cancellation. Package refunds will be calculated on a pro rata basis against sessions taken, and Edinburgh Dog Behaviour reserves the right to charge reasonable expenses incurred in administering refunds.
  - iv. Where the client makes repeated requests to rearrange or cancel bookings, Edinburgh Dog Behaviour and its representatives reserve the right to deduct reasonable costs from any amount received, or to charge reasonable expense for such costs incurred. Should such cancellations/ rearrangements number more than three in a package period, Edinburgh Dog Behaviour and its representatives reserve the right to refuse further bookings and to cancel the package without offering a



refund.

- v. Clients are required to take all package sessions over a period not exceeding 3 months from the date of the initial session, unless written consent is given to carry sessions over to the next period. Where sessions are not taken within this three month period, they will be considered forfeit, and not eligible for a refund or transfer.
- vi. Where a client fails to respond to attempts to make contact by email/ telephone/ text/ mail or other methods, and/or fails to attempt to make contact directly with Edinburgh Dog Behaviour within the package period (3 month from the first session), Edinburgh Dog Behaviour and its representatives reserve the right to cancel outstanding sessions without offering a refund.

### 3) Cancellation by Edinburgh Dog Behaviour

- i. In the unusual event that Edinburgh Dog Behaviour requires to cancel a booked training/ behaviour or walk and train session, an alternative appointment will be offered. If this is unsuitable or the client prefers, a full refund shall be made available. Refunds are made by bank transfer or cheque only.
- ii. Where cancellations are made by the client on more than 3 occasions within the same package period, Edinburgh Dog behaviour reserves the right to cancel the remaining package sessions without refund.

