

### Terms and Conditions for Behaviour Consultations

These Terms and Conditions apply to any and all Behaviour Consultations. **Please note that payment for services and engaging in the Behaviour Consultation both also imply full agreement with these Terms and Conditions.**

#### **Techniques and Handling Methods**

The training techniques and behaviour modification methods used by Believe In Magic Dog Training & Behaviour are designed to be kind, fair, force-free and non-aversive. Harsh handling of dogs, physical force and the use of punitive methods/ punishment/ corrections or equipment designed to be aversive (including choke chains, check chains, prong collars, spray collars, e-collars or any other device deemed unacceptable by the trainer/ behaviourist) are not to be used.

#### **Payment, Refunds and Cancellations**

Payment by bank transfer is required prior to the consultation preferably within 48 hours of booking a Behaviour Consultation, unless otherwise agreed by Believe In Magic Dog Training & Behaviour. Payment in cash can be made on the day of the consultation. Behaviour Consultations can be re-arranged or refunded in full with at least two weeks' notice. Any cancellation made with between two weeks' and one week's notice of the booked Behaviour Consultation and Supplementary Sessions will be eligible for a refund of any costs paid, less the non-refundable deposit of £50. With less than one week's notice, a partial refund of any costs paid minus the deposit, may be considered in exceptional circumstances, at the sole discretion of Believe In Magic Dog Training & Behaviour. Payment and refunds for any Behaviour Packages which include 3 or 6 Supplementary sessions are made as per the Terms and Conditions for Training. These are emailed when Supplementary Sessions are booked and can be emailed on request.

#### **Safety**

We ask that, unless previously agreed with us, all dogs are kept away from the front door, contained in another room, when we first arrive please. Depending on the issue, you may be asked to take additional steps to ensure safety (and also allow controlled observation of your dog's behaviour) during a Behaviour Consultation. For example, if your dog is reactive to (or fearful of) people entering the home, you may be asked to keep them contained in another room until a specific point during the consultation. In any case, if you have any concerns about your dog's behaviour towards visitors, yourself or anyone else present at the consultation (including other dogs) or are concerned that they may cause injury, it is entirely your responsibility to take all necessary steps (eg. muzzling the dog and/ or keeping them on the lead) to prevent this from happening. It is essential that you take sensible safety precautions and then discuss how and when the dog should be introduced during the consultation rather than take risks. You will be advised during the discussion how and when the dog(s) may be safely introduced to the room in which the consultation is taking place. If your dog has ever bitten a person or other animal, you must report this to us before the Behaviour Consultation takes place so that we can advise you accordingly. Any instances of accident or injury occurring during the consultation must be reported to us at the time they occur.

#### **Veterinary Care and Medical Issues**

We are happy to take referrals from Veterinary Professionals or bookings for Behaviour Consultations directly from clients. In either case, we will ask your vet for your dog's medical records. This should not cost you anything (vets and behaviourists work together as a matter of professional courtesy). In some cases, your vet check may ask to see the dog to rule out potential medical causes before the behaviour consultation takes place or prior to embarking on a behaviour modification programme. If, during or after the consultation, it is felt by us that a (further) veterinary check is advisable, it will be your responsibility to ensure that this is carried out before embarking on any behaviour modification strategies suggested at the consultation, as advised. We also reserve the right to communicate with your Veterinary Surgeon about your dog(s) at any time if we deem this to be necessary or helpful. If your dog has any known allergies or intolerances to certain foods or has any other special/ medical needs, it is your responsibility to bring this to our attention prior to the start of the session.

### Children

Children are welcome to be present at Behaviour Consultations, although due to the nature of the discussions that will be taking place, this may not always be appropriate. It is the responsibility of the parents/ carers to determine whether or not it would be helpful or appropriate for any children/ other family members to be present at any point. It is important that at least one adult is able to give their full attention to the discussion throughout. We accept no responsibility for children and it is the responsibility of the supervising adult to ensure children are safe and their well-being is protected at all times whether before, during or after the Behaviour Consultation.

### Privacy and Marketing

Photographs of your dog may, with your permission, be taken. Such photos may be used by Believe In Magic Dog Training & Behaviour for record keeping and/ or marketing purposes. If you do not wish for photographs of you and/ or your dog to be taken, used or shared, please just let us know. Any written feedback (eg. by email or on feedback forms) may be used for marketing purposes (for example, posted on the website). Only the first name of the person will be used as identification. If you are not happy for us to use your feedback in this way, please just let us know. Permission must be granted by us before any photography or videography of training/ behaviour sessions with Believe In Magic Dog Training & Behaviour takes place.

### Engagement and Commitment

By consulting Believe In Magic Dog Training & Behaviour with regard to your dog's behaviour, you agree to fully engage with the process to the best of your ability and understand that any changes will involve commitment and consistency, in line with the pledge set out below. The pledge (below) sets out the responsibilities of both parties and is a gesture of your commitment to, and understanding of, the process which you are undertaking.

### Disclaimer and Waiver of Liability

I understand that working with dogs and modifying behaviour poses a risk of injury. I agree to ensuring that necessary steps are taken at all times to prevent injury to myself, my dog(s) and others, including the use of a muzzle and avoidance of situations that might trigger aggressive behaviour. I agree to indemnify and hold harmless Believe In Magic Dog Training & Behaviour (Eryn Martyn-Godfrey or Merry Westall) against any and all losses, liabilities, judgments, awards and costs (including legal fees and expenses) arising out of, or related to, any claim of injury to persons or property of any kind, whether before, during or after the consultation and when implementing suggested techniques with my dog(s).

I agree to the Terms and Conditions above.

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Name

Signature Date

### Behaviour Consultations Pledge

#### Believe In Magic Dog Training & Behaviour's Responsibilities

- To prepare appropriately for the consultation visit
- To listen to you in order to gather necessary information about the problems you are facing
- To use my professional judgement, expertise and experience to decide upon appropriate strategies to help you and your dog(s)
- To clearly explain what behaviour modification or training strategies I am suggesting and why I am suggesting them to you
- To answer any questions you may have to the best of my ability
- To make it clear that behaviour modification is not a 'quick fix'; it will require commitment and changes to be made on your part in order to bring about change in your dog(s)
- To offer ongoing support, in line with the service(s) for which you have paid (additional follow-up Supplementary Sessions can be purchased – see website or ask us for more details)

#### Your Responsibilities

- To be open and honest in providing information to assist me in understanding the problems
- To ask for clarification if anything which is explained to you is unclear
- To have an open mind with regard to potential solutions, changes and strategies
- To commit to agreed behaviour modification strategies and make any necessary agreed changes in order to help resolve the problems you are experiencing with your dog(s) and to understand that behaviour modification is not a 'quick fix'
- To try your best to ensure that everyone regularly involved with your dog(s) understands and engages in the process in order to avoid confusion and conflict
- To avoid introducing alternative training or behaviour modification methods (such as those picked up from TV, books, friends or other trainers) in order to avoid confusion and conflict
- To ensure that your dog is properly supervised at all times. This includes ensuring that any interactions between your dog and a third party (including your family and any other pets) are safe for both the dog and the others involved.