

## *TERMS AND CONDITIONS OF BUSINESS FOR DOG.HELP*

By booking a consultation or event, you acknowledge that you have read, understood and agree to the terms and conditions outlined below.

### Booking

Once a consultation or event has been booked, a confirmation of the booking will be sent with details of the venue, time, costs and any other information that is required to ensure the consultation runs smoothly. All instructions must be followed to ensure the safety of all those involved. Failure to do so may result in the cancellation of the consultation with no refund

It is the responsibility of the owner to ensure that they are available at the correct time, on the correct day of the consultation. Failure to do so may result in the cancellation of the consultation with no refund.

### Payment and Deposit

The balance of the fee and any training goods must be paid in full at the time of the consultation. Payment is accepted by cheque or cash at the time of the consultation. The price of the consultation will be the price as agreed on the confirmation letter.

The deposit must be received at least 1 week before the consultation date. The deposit will then be used towards the cost of the consultation which must be paid in full on the day of the visit.

Please contact Penny for costs of sessions.

Balance of fee payable on the day by cheque or cash or payable BACS

the day before Penelope Hoare NATWEST 53 50 55 ac 11278471

Please make sure you label your deposit clearly with your name if using electronic method of payment.

### Refunds and cancellations

If an appointment has to be cancelled with less than **five days'** notice, the deposit will be held until another appointment is made. If a second appointment is cancelled, the deposit will be used as a cancellation fee. If there is an avoidable reason for cancelling the visit, this will be taken into consideration.

All cancellation and refund requests will be at the discretion of Penny and dependent on the individual circumstances. If less than **48 hour's** notice is given to cancel the consultation, the full fee may be charged. If the consultation has to be postponed, the deposit will be kept for the next consultation .

Cancellation through illness on my part will mean rescheduling your session or returning your deposit

Really bad weather may result in the need to rebook your session .I will contact you the morning of your appointment to reschedule.

Dog and owner must be fit and well to attend. No dog will be seen in season or coughing or with upset stomach. These things are unforeseen and open to discussion.

## Attendance

To ensure you gain the most from the consultation, all family members who come into regular contact with the dog(s) are encouraged to be present. A behavioural consultation does however take between two and a half to 3 hours and so it advised that children under the age of 5 have an adult who is able to supervise and if necessary take them into a different room during the consultation. When working with a dog reactive dog it is preferable if children are not present.

## Safety and Responsibility

In order to ensure my own personal safety and that of your dog, it is essential that all dog(s) are placed securely in another room prior to my arrival. Introductions will then be supervised by myself during the visit. All instructions during the consultation must be followed to ensure the safety of all of those involved. Failure to do so may result in the cancellation of the consultation with no refund.

Although every precaution is taken to ensure the highest safety standards, the safety of both yourselves, your pets and your property remains your responsibility;

- By booking a consultation, you are accepting that participating in the training and modification of your dog's behaviour may pose a risk of injury to yourself and your dog. You also are accepting responsibility for ensuing that anyone

who accompanies you to a consultation is aware that they do so at their own risk.

- By booking a consultation, you are accepting that Penny Hoare will not take responsibility for any accidental damage to property owned by yourself and if damage is made to any property of Penny Hoare, this will be replaced or fully compensated.

If any accidents or injuries occur, they must be immediately reported to Penny at the time they occurred to ensure the correct safety protocols are followed.

## Insurance

Penny Hoare is fully insured with Cliverton with the 'Pet Trainers and Behaviourists Insurance Cover'.

## Confidentiality

Unless required by law, public interest or you give your consent, information which you supply will be kept confidential. The referring vet will receive a summary letter of your consultation and on your permission only, a copy of the full report. Any letters or emails may contain confidential and/or legally privileged information and are therefore only intended for the person to which it is addressed.