

TAIL TALK 1:1 SERVICES

Terms and Conditions

Privacy Policy and Data Protection

Tail Talk takes the privacy of all our clients very seriously. The personal data you provide us with, including Name, Address, Phone numbers, Email address, and information concerning your dog, will be kept in strictest confidence in accordance with GDPR laws. You have the right to ask us to remove your information from our files at any time.

Payments and Cancellation Policy

You will be sent an invoice detailing the service you are paying for, this is to be paid in full prior to working with us. If you request any of the sessions to be rearranged more than 24 hours before the scheduled date, then there will be no cancellation fee. However, cancellation of any session with less than 24 hours' notice (unless agreed due to weather or personal other relevant circumstances) will not be rearranged and you will need to re-book and pay for this. If for any reason there is a decision made not to continue working together, you will be refunded the remainder of your unused sessions.

Service Agreement

Please note that by going ahead with any of our services, you are agreeing to the following:

- You understand that at any point we feel your dog would benefit from a medical check-up we may ask you to contact your vet to have this done.
- We reserve the right to terminate our working partnership at any time with no further obligation from ourselves, and if appropriate will offer with a full or partial refund.
- You understand that during our sessions we may need to take videos and photos to document behaviour for our reference, these will be kept private. We also like to share one photo of your dog to social media unless you ask us not to.
- Your involvement is vital to your dog's success, and it is therefore up to you to follow through on the advice and suggestions that we have provided. We are always here and happy to support you, but we cannot physically do the work for you. All members of the family that are involved in the dog's day to day life must also follow instructions in order to keep things consistent for your dog, this is very important for success.
- While working with us, you understand there are reasons behind the decisions we make to get you where you want to be. If you follow the advice from outside sources this could seriously hinder any progress we make due to conflicting ideas for your dog. Please therefore refrain from taking advice from outside source OR discuss these with us first so we can make the best decision for your dog.
- Any documents or videos we provide are not to be shared with others; these are for you as part of the service you paid for.
- Your dog's behaviour and any liability attached their behaviour is solely your responsibility. We accept no responsibility or liability should any damage or injury be inflicted by your dog(s), to any persons, animals or property. Susan or Lorna under Tail Talk cannot hold responsibility of your dog's behaviour at ANY time, including during and after any sessions.

- Your dog's welfare is extremely important, therefore at any time we feel the dog is under high levels of stress or discomfort during a session or in a particular area we may make the decision to change locations or cut the session short depending on what is best in that situation (if sessions are cut short we will make up this time elsewhere).
- You understand that there are no time limitations to success, and that there can never be any guarantees when working with a sentient being and their behaviour. It's important to understand that some behaviours may never fully be 'fixed' and can only be modified to a certain extent, and that proper management will be necessary during the process.
- For dogs that have shown aggression towards humans or other species, it may be decided that for everyone's safety they need to be muzzled in certain situations. It is your responsibility to make sure this is adhered to. If your dog has a bite history, you understand that no amount of training can take that history away from a dog and no guarantees can be made that a bite will never happen again.

Our agreement to you:

- We will not use aversive, forceful or punitive methods on your dog.
- We will treat you and your dog with kindness and understanding.
- We will give you the support and feedback throughout the process that you need.
- We will explain and demonstrate everything we do to the best of our ability.
- We will encourage you to ask questions, and if we don't immediately know the answer will do our best to find out for you.
- We will be open and honest about our observations and our ability to help you.

Travel/Fuel Costs:

Susan - 50p per mile, outside a 5 miles radius from Nairn