

1:1 SERVICES

Terms and Conditions

Payments and Cancellation Policy

You will be sent an invoice detailing the service you are paying for. This must be paid in full prior to working with us. Fees are non-refundable unless written notice of cancellation is given at least 14 days prior to the commencement of the first session. If such notice is given, the whole fee will be refunded (less 20% for administration costs). If less than 14 days' notice is given, then no part of the fee will be refunded. 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.

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It is in all our best interests that 1:1 sessions run smoothly, within a friendly positive atmosphere that keeps us and both you and your dog safe. While outside, we also need to keep the public's safety in mind. Therefore, the following few conditions must be followed:

1. It is important that you read the Service Agreement before we start working with you on any 1:1 session.
2. Please ensure you fill out the appropriate online 1:1 questionnaire honestly so we can help you the best we can.
3. When working together both during or after your 1:1 package has finished, your dog is your responsibility. We are not liable for your dog's behaviour or for any damages or injuries that may happen as a result of their behaviour.
4. For 1:1 Puppy Training sessions, we would like the puppy to have had a sleep before the visit. This can help the session go better as they are still so young.
5. For both 1:1 Training and 1:1 Behaviour sessions, depending on the reason we are there we may ask for your dog to be moved away from where we will be meeting you in your house, until we ask for it to come through.
6. When working outside and in public areas, please ask us what you need to bring to each session.
7. We will advise you what is best for you and your individual dog. Please do not bring them on an extendable flexi type lead. No choke chains, half chokes, or prong collars please.
8. For your first home visit, we may ask for your dog to wear a lead or muzzle. This will likely have been discussed on the phone with you prior to the visit.
9. We may ask you to sign a waiver about your dog having to wear a muzzle. We will do this if your dog has a bite history, or we feel they are a risk without one. If this is the case, please bring a muzzle to the first session. Please note, aggression and having a bite history is serious. If your dog has shown aggressive behaviour towards other dogs or humans and/or has a bite history, this must be disclosed to us prior to the first session.
10. If necessary, we may advise having your vet involved while we work with your puppy or dog.

- 11.** If at any point we feel that your dog's behaviour is beyond our capabilities to work with, we will discuss this with you and refer you to a Clinical Behaviourist to work with.
- 12.** Any videos, handouts or plans we provide you with during 1:1 sessions are for your use only and not to be shared with others.