



Terms, Conditions & Signed Consent February 2021

Behaviour Consultations and Private Training Sessions

[Please read and sign](#)

Prior to your appointment

Please complete the **questionnaire** fully and honestly before your appointment. I need to know the honest truth about your dog's behaviour so I can try to understand the cause as accurately as possible and create a suitable behaviour modification plan. My job is **never to judge** your behaviour or decisions. I will guide you based on my knowledge of dog behaviour, and based on your individual dog's needs. Please send your completed forms to me at least 5 working days before your appointment. It will mean our first session can be as helpful as possible.

For behaviour consultations, please ask your vet to email the **referral form** and your dog's **veterinary history** to me at least 2 working days prior to your appointment. Please be aware that your veterinary surgery may be very busy and require a weeks notice before they are able to send it.

It is important to be aware of **underlying health problems** which may be linked to or causing the behaviour problems in question which is why a veterinary referral is required. If the problem has not been discussed with your vet already, I advise that you contact your vet to discuss it with them before a behaviour consultation is carried out. This may also be advised during your sessions if something is observed that I feel should be investigated.

It is useful to have **video footage** sent to me prior to your appointment, but please do not deliberately put your dog into a stressful or dangerous position for the sake of a new video. If you already have videos that you think would be useful for me to see, please do send them to me before your appointment, preferably via email or WhatsApp.

Advice

Your dog remains **your responsibility** at all times prior to, during, and outside of sessions, including any sessions taking place inside, or outside of your home, and in public places.

The advice given is **tailored to your individual situation and individual dog**, so if you are sharing the advice given with anyone else, it may not be appropriate for that dog, family or situation. Laura Adkins and Juvo Animal Behaviour take no responsibility for anyone else's use of the information provided to you.

For **more complex issues** or dogs with **multiple behaviour problems**, several **follow-up visits** may be needed to address everything and support you in the development and implementation of the treatment plan. These will be charged accordingly and you will be advised of any costs in advance.

Whilst every reasonable effort will be made to help you and your dog, **results are never guaranteed**. You will be responsible for implementing the advice given, and progress will depend on your commitment, the capabilities of your dog, and the allowance of altering the advice where needed when new information becomes available.

It is important to note that **aggressive behaviours** are part of a dog's natural communicative repertoire, so complete elimination of any animal's potential for aggression or danger to others cannot be guaranteed. We can hope to get to the root cause of the behaviour and work towards your dog not feeling the need to use such forms of communication, but any animal will hold the potential to use it if deemed necessary.

Laura Adkins and Juvo Animal Behaviour will not take responsibility for **misinterpretation of advice**. Whilst every effort will be made to make the information provided clear, application of the advice in different scenarios is up to the client's judgement.

Safety

You are responsible for the conduct of your dog at all times. Precautions will always be taken to minimise the risk of injury, however, participation is at your own risk.

Laura Adkins and Juvo Animal Behaviour will not take responsibility for any **loss, illness, injury or damage** to any persons, animals or property during the provision of behavioural and training services or through the misinterpretation of the advice given.

Children

If appropriate to do so and social distancing can be adhered to, children are welcome to take part in your sessions, but children remain **your responsibility** at all times and if they are **under 16 years** of age they must be accompanied by an adult at all times.

Juvo Animal Behaviour is a breast feeding friendly business and will always try to accommodate your needs during your sessions.

Prices & Payment

Prices are subject to review and change at any time. If you have been quoted a price and the price changes before your appointment date, your quoted price will be honoured if your appointment has already been booked and is not cancelled.

Full payment must be made at least 3 working days prior to your appointment via BACS.

Cancellations & Refunds

If you need to **cancel or rearrange** your appointment you **must inform me as soon as possible** so that the appointment slot may be offered to someone else in need. If you have left a message or an email about it and I have not replied, please try another method of contacting me to make sure I have received the message in good time.

Refunds or partial refunds will only be considered in extenuating circumstances on a case by case basis or if the cancellation has been acknowledged **at least 48 hours prior** to the agreed appointment date and time. In any case the **cost of the admin required**

prior to the appointment will still be charged. If I have not received your cancellation request and I arrive at your home or our agreed meeting place for the appointment (including online sessions), **you will be charged** for the first session in addition to the admin time.

If there is an occasion where I have to rearrange your appointment for reasons beyond my control you would be offered the next available appointment. If a suitable date cannot be rearranged and you wish to cancel after discussing all other options, a refund will be issued for any sessions which have been cancelled.

Methods

Juvo Animal Behaviour practices with kind, reward-based, and fair techniques which are based on the latest research. Evidence shows that punishing your dog with anything that makes them frightened or experience physical discomfort puts your relationship at risk and can be detrimental to their welfare. Using reward-based methods means that your dog enjoys our sessions - and that strengthens the bond between you.

I do not use any equipment that is designed to cause pain, fear or discomfort. This includes (but isn't limited to) choke chains, check chains, shock collars, spray collars, prong collars, slip leads, condensed air canisters, rattle cans, water squirters.

I do not use aversive treatment. This includes (but isn't limited to) harsh handling, lead jerking, shouting or smacking.

I am aware that trainers have used these techniques and equipment in the past. However, as our knowledge about dog behaviour has developed, it is clear that these come with a number of risks and evidence shows that there are far better ways to communicate with your dog.

If you have been told to use these techniques in the past, we can discuss any concerns you may have in your sessions and I can show you more suitable options. Please note, if

you continue to use aversive methods or equipment and refuse to stop, your sessions may be ended early.

Smoking

There is currently no law stating that individuals cannot smoke in their own home when they have visitors, but anyone has the right to refuse to work in a smoky environment. **I will not be able to work in a smoky home or alongside someone who is smoking.** If you smoke inside your home it is up to you if you wish to continue with the booking, but I will only enter a smoky home if you are not smoking while I am there, have suitably aired out the house prior to my arrival, and have informed me that you have done so.

For sessions held outside, I ask that you do not smoke for the duration of the session, or whilst on the property being used for the session if this is private property which is not your home. If you choose to smoke during a session, I will have to move away from you and wait until you have finished before continuing with the session. The time spent smoking will be included in your total session time and sessions will not run over to compensate.

Photography and video recording

Photographs may be taken and videos may be recorded to **track your dog's progress** and **highlight things to you** which you may not otherwise be able to see.

Photos and videos may also be useful for **future educational and promotional purposes** but would only be used with your consent. Social media is a very important tool for businesses to develop, so I try to share a glimpse of what I do and who I work with wherever possible.

Please highlight/ delete as appropriate:

1. I consent/ do not consent to photographs and videos being made to **aid my progress**.
2. I consent/ do not consent to photographs and videos being used for **future educational purposes**.
3. I consent/ do not consent to photographs and videos being used for **promotional purposes**.
4. **Where I have consented, this applies to those involving** everyone present (including children)/ everyone present (adults only)/ only myself and my dog/ only my dog.

I confirm that I have read, understood, and agree to the conditions stated in this document - Terms, Conditions & Signed Consent February 2021 - Behaviour Consultations and Private Training Sessions with Juvo Animal Behaviour:

Name:

Signature:

Date:

