



T: 07780 333174

E: [debbie@positivepetbehaviour.co.uk](mailto:debbie@positivepetbehaviour.co.uk)

[www.positivepetbehaviour.co.uk](http://www.positivepetbehaviour.co.uk)

   @PositivePetBehaviour

## TERMS AND CONDITIONS

### POSITIVE PET BEHAVIOUR LTD

#### Terms and Conditions

-These are the terms and conditions on which we supply the services of Positive Pet Behaviour to you. They apply to any consultation, whether in-person or by telephone or video conference, and any additional advice and support we may provide to you.

-Please read these terms and conditions carefully.

-By making a booking, you acknowledge that you have read, understood and fully accept the following terms and conditions.

#### Bookings

-Confirmation of your booking will be sent in advance of the visit, once your questionnaire is returned and on receipt of payment in full.

-All bookings are confirmed via email, even if your original enquiry is taken via social media or telephone.

-Positive Pet Behaviour works under the Code of Conduct of the Association of Pet Behaviour Counsellors (APBC) and the Fellowship of Animal Behaviour Clinicians (FABC). To ensure there are no medical issues, contributing to your pet's behaviour, Positive Pet Behaviour may ask for your pet to be assessed by your vet ahead of a consultation.

-Positive Pet Behaviour works on veterinary referral only.

-The veterinary referral must be received by Positive Pet Behaviour no later than 48 hours before your consultation.

-First-aid emergency behaviour advice will be provided, if necessary, on making a booking. Additional telephone or email support, prior to an appointment, will be charged at our discretion.

-Positive Pet Behaviour will provide services to use within the period that is agreed, which will typically be during or within a reasonable time following any consultation we arrange between us.

-All relevant information requested should be given, as well as any video footage, if applicable, in order for Positive Pet Behaviour to provide the most appropriate behavioural advice.



APBC  
ASSOCIATION OF PET  
BEHAVIOUR COUNSELLORS



SETTING  
VETERINARY  
STANDARDS



ANIMAL BEHAVIOUR  
& TRAINING COUNCIL



Professional Association  
of Canine Trainers



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## Privacy Policy

-Our privacy policy is available to view online at: <https://www.positivepetbehaviour.co.uk/>

-Your privacy and personal information are important to us. Any personal information that you provide to us, will be dealt with in line with our Privacy Policy. This explains, what personal information we collect from you as well as how and why we collect, store, use and share these details. It also sets out your rights in relation to your personal information and how to contact us and relevant authorities, should you have a query or complaint about the use of your personal information.

-By accepting these terms, you agree that we have your permission to discuss your pet's case, verbally, or in writing, at any time. Written reports will be sent to the veterinarian who referred you to Positive Pet Behaviour.

-Where appropriate, verbal consent for use of photographs or videos will be obtained prior to use by Positive Pet Behaviour, for commercial purposes such as physical marketing, used on our website or social media pages, and for research and teaching purposes.

-All use will be anonymous, only your pet's name will be used.

-If you do not wish you or your pet to be included in any material, please make Positive Pet Behaviour aware, in writing or via email.



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## Fees

The price agreed at the time of the booking applies.

Fees which apply to our services are set out below.

**Behavioural Consultation** at your home or via virtual consult UK wide (2-3 hours). £450

Within 25 Miles of GL3 privately agreed prior to payment.

**Package** of initial consultation (2-3 hours) and 2 follow ups (approx. 1 hour). £700

**Package** of initial consultation (2-3 hours) and 4 follow ups (approx. 1 hour). £950

**Follow up visits** (approx. 1 hour). £125

Within 25 miles of GL3 or privately agreed prior to payment.

## Training Sessions

30-minute support or training session at your home or an agreed location. £85

60-minute support or training session at your home or an agreed location, £125

## CATS ONLY

### Short consultation (**with home visit**)

Information gathering session via zoom OR telephone (60-minute session).

Including home visit (within 25 miles of GL3) (60-minute session).

Further follow-up sessions may be required to complete treatment. £350

### Short consultation (**virtual house tour**)

Information gathering session via zoom OR telephone (60-minute session).

Including zoom house tour (60-minute session).

Further follow-up sessions may be required to complete treatment. £325

## Rabbits and Rodents only

Short behaviour consultation – Via zoom OR telephone (60-minute session). £145





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The fee covers:

- Any time spent discussing your pet with you.
- The initial consultation
- A written report and behavioural modification plan – sent to you and your vet via email
- Written and verbal communication with your referring veterinary surgeon
- Travelling time and expenses

-The full fee must be paid to secure a consultation, to Positive Pet Behaviour, at least 48 hours before the appointment via BACS, PayPal, or the online booking system available at

<https://www.positivepetbehaviour.co.uk/>



-Until payment is made in full, there is no guarantee that the preferred time and date of the consultation will be secured.

-The fee only covers the behaviour/s presented at the time of the consultation. Behaviours that may arise later and are unconnected will be considered separately.

-In the event that our services include providing advice in relation to more than one animal at one consultation, we may charge additional fees, due to the time taken. Positive Pet Behaviour will provide details of any such additional fees in advance, if required.



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## Refunds and Cancellations

-If you need to alter the time or date of a consultation, Positive Pet Behaviour require 48 hours' notice, in writing in order to reschedule your appointment.

-If less than 48-hours' notice is given or you do not attend the consultation, you will not be eligible for a refund.

-We will always try to give you as much advance warning if we have to delay or cancel a consultation, however, there may be circumstances in which this is not possible.

-In the event that your consultation has to be cancelled by Positive Pet Behaviour, your appointment will be rescheduled to the next first available appointment and this will be confirmed via email.

## Consultations

-It is your responsibility to ensure you are available on the correct date, time and place for the consultation according to the information provided by Positive Pet Behaviour.

-Every effort is made to ensure safety of both clients and pets during consultations. By making a booking you are accepting that participating in an activity with animals poses a risk of injury to yourself and your pet, and you agree to indemnify Positive Pet Behaviour for all personal injury and damage to property owned by you, while attending the consultation. You agree to make any person who accompanies you to the consultation aware that they attend at their own risk.

-Positive Pet Behaviour has public liability and general insurance suitable for training and behaviour consultations. You remain responsible for your pet throughout the consultation and when applying any recommended behavioural or training techniques. You are advised to seek adequate pet or household insurance cover for liability in the unlikely event of damage or injury caused by your pet to property, or to a third party.

-Reports will be sent within 7 working days of the consultation.

-It is the responsibility of the client to book any required follow-up sessions, within the period that is agreed.

-Terms and Conditions apply to all follow-up sessions.



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## Behaviour Modification and Training

- All behaviour and training methods embrace humane, scientifically-sound training practices based on learning theory and an advanced understanding of animal behaviour. This will always exclude any pain-inducing, fear-inducing, or force-based techniques.

-The use of certain training devices is prohibited during consultations. This includes choke chains, prong collars, spray collars, electric collars and any other device or handling deemed unsuitable during our work together. If you are at all unsure, please don't hesitate to ask, so that Positive Pet Behaviour can find appropriate and effective alternatives, as needed.

-The use of physical force and punishment-based training techniques are not condoned during Positive Pet Behaviour consultations.

-Instructions provided in advance of a consultation, via email are for the safety of the owners / handlers of the pet, the Behaviourist, and the pet itself. Positive Pet Behaviour reserves the right to leave the consultation if these instructions are not adhered to and no refund will be given.

-Advice given is based only on the facts that are provided to Positive Pet Behaviour. We are therefore unable to accept any liability for unwanted outcomes from the application of our suggested behavioural techniques.

-Working with animals can be unpredictable and as such, no behaviour plan comes with 100% guarantees. Positive Pet Behaviour provides advice and training techniques, considered, from research and experience, to benefit your pet.

-There are no guarantees that a problem behaviour will be completely resolved. Some issues have a genetic input; and/or a problem behaviour may have been going on over a long period of time. All successes will depend on the work put in by the client, people involved in the training, environmental factors (for example, your household, your walking routes, the influence of other people and animals) and physical factors (for example, diet, neutering status, medical conditions).

## Complaints

-We aim to provide a high level of service.

-We will try to resolve any disputes with you quickly and efficiently. If you are unhappy with Positive Pet Behaviour's services, our service to you generally, or any other matter, please contact us as soon as possible.

-Please address any complaints in an email to Debbie Anslow – [debbie@positivepetbehaviour.co.uk](mailto:debbie@positivepetbehaviour.co.uk) with the subject line: COMPLAINT.



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