



Terms, Conditions & Information 2018

Behaviour & Training Policy

This service is aimed at helping people to overcome behaviour problems they are experiencing, to train their dog or both.

Pooch Paws accepts no liability if any problems become worse or do not improve.

Pooch Paws can only guide and give advice; it is the owner's responsibility to enforce changes.

Sessions booked for a weekend are carried out at St.Olaves village hall. Cases of human aggression are to be assessed at the hall.

Location based sessions can be carried out at your home, on a walk, or another suitable location. Location sessions are during day time hours on a weekday. Please check the booking page.

Assessment and treatments plans will be based upon qualified knowledge, current scientific theory and experience. Suggestions for behaviour management will be provided during the assessment and a full written report will be sent by post, email, or in person within approximately 14 days. A copy of the report will be sent to the referring veterinary surgeon, with personal information considered private or sensitive, excluded.

Canine behaviour therapy can be integral to identifying causes of behaviour problems, to then develop a treatment plan to overcome these issues. In some cases, causes may not be identifiable and treatment plans may not be as effective as desired. Whilst this is unusual, those seeking behaviour therapies should be aware of this possibility. Implementing treatment plans may produce desired results quickly; however, time and commitment is required. This should always be considered as often a behaviour problem has spent a significant amount of time developing, therefore your perception of treatment needs to reflect how long the issues have been manifesting for. Implementation remains, at all times, the responsibility of the owner. The pet's wellbeing, welfare, and actions are also the responsibility of the owner.

Behaviour reports and treatment plans are created according to the information provided by the owner, the information gleaned on assessment, and information provided by referring veterinary surgeons. In any case full co-operation from the owner, including full disclosure of any/all problems being experienced is needed. Withholding information can affect the plan, including withholding information regarding health matters. In any case advise to seek veterinary assistance may be given, which should be a priority for the owner.

PLEASE ENSURE YOU PROVIDE FULL DISCLOSURE IN ANY CASES REGARDING HUMAN AGGRESSION. IN THIS CASE SAFETY IS THE PRIORITY AND CAN NOT BE TAKEN LIGHTLY. FAILURE TO PROVIDE THIS INFORMATION MAY RESULT IN THE SERVICE BEING TERMINATED, ESPECIALLY WITH LOW OWNER COMMUNICATION.

Payment Terms

Initial consultation:

EXTENSIVE BEHAVIOUR: Assessment and report = £180 for an approximately 1.5-hour visit based on two dogs per household, additional dogs are £40 per dog. Assessment is usually carried out at your home, except for cases of human aggression, this is to be carried out at a location at the discretion of the assessor. A written report will be provided either on first follow up or within approximately 2 weeks of the assessment and can be copied to the referring veterinary surgeon.

SPECIFIC BEHAVIOUR: First consultation and behaviour information pack = £100 for a 1-hour visit based on two dogs per household.

Further telephone, and email support is provided for a further 12 weeks.

Follow up appointments

EXTENSIVE BEHAVIOUR: £90 per session, approximately 1.5 hours, location to be arranged according to treatment.

SPECIFIC BEHAVIOUR: £50 per session for a 1-hour appointment, location to be arranged according to treatment.

Package deals are available which qualify for a discount. Please see the website for pricing structure. Package deal appointments must not have a larger gap than 12 weeks between appointments. Cancellation and failure to rebook within this time frame will result in being charged in full for the session.

Cancellations & No shows:

72 hours' notice of Pooch Paws business hours is required if you need to cancel or change your appointment. Failure to do so will result in you being charged in full. This also applies for no show appointments. If appointments are cancelled more than twice you will be charged in full.

All payment is required in full via PayPal prior to appointments.

Other payment options may be considered, by prior arrangement. Payment in full is always required pre-or at the start of consultations.

CANCELLATIONS BY US: In the event that we need to cancel an appointment, class, session or event due to unforeseen circumstances you will be offered an alternative solution convenient to you, or a refund within 14 days equal to the amount of service that you have had cancelled. Refunds will be made via the original payment method. Cancellation notices may be given via phone, email, the website or social media.

Refunds

Weekend bookings are non-refundable.

Weekday bookings - Once payment has been made a 50% refund will be issued if requested 7 days prior to the appointment, if no work has been carried out, with an additional administration fee of £10.

If the appointment is cancelled less than 72hours prior to the appointment, no refund is available.

Refunds on Behaviour Packages:

If no work has been carried out:

Weekend bookings are non-refundable.

Weekday bookings - Once payment has been made a 50% refund will be issued if requested 7 days prior to the appointment, if no work has been carried out, with an additional administration fee of £10.

If the appointment is cancelled less than 72hours prior to the appointment, no refund is available.

If work has been carried out:

You will be charged the full price of the service you have had (for example £180 for the assessment), with an additional £10 administration fee. You will then be refunded the balance that is left from the fee you have paid.

One to One Training Sessions

Training Package: 10% discount when purchasing 3 sessions of one to one appointments subject to appointments not being more than 4 weeks apart. Cancellation and a failure to rebook within this time will result in being charged in full for the missed session.

Travel fees

Outside of the NR31 postcode: 50p per mile PLUS £5 per 30 minutes of travel, both directions.

General Policy

Acceptance of the service of 'Pooch Paws' constitutes acceptance of our policy and conditions of business. There will be no variation in the policy unless confirmed in writing.

All services are subject to availability.

TRAINING EQUIPMENT:

Harsh handling or force are not permitted during sessions. Please ensure your dog is wearing a normal flat collar and a normal trigger hook lead. You may also use a harness if you wish.

ITEMS NOT PERMITTED: check or half check collars, prong/pinch collars, electronic collars, citronella collars, ultrasonic collars, slip leads, anti-pull harness, any device which emits a noise intended for punishment or interruption in an abrupt manner. Any other device used to punish, cause fear or intimidation.

Failure to comply with this section of the terms and conditions may result in cessation of service without refund.

Dogs

Pooch Paws without hesitation will report any dog/pet that is being mistreated, neglected or abused immediately to the appropriate authorities which can take necessary action.

If a dog brings harm to another person/dog or damages property the owner is liable for the offence made. Under the 'Control of Dogs Order' (1992) all dogs must be wearing a suitable collar with the owner's name and address inscribed either on a plate on the collar or on a tag attached to the collar. This is to be worn at all times in public places.

All dogs must be kept **ON LEAD** unless specifically instructed to do otherwise by the trainer.

You are responsible for your dogs behaviour at all times during sessions. Other owners and dogs may not be comfortable to have your dog within their personal space so please ask permission before becoming too close to others.

You are welcome to exercise your dog on the field at St.Olaves unless instructed otherwise. If you are the last session of the day you will need to leave promptly so the gate can be securely closed. You **MUST ALWAYS** clear up after your dog and may be spot checked at any time to ensure you are carrying means of poop a scoop.

In signing up for classes your are signing up to agree that your dog is dog-to-dog friendly. Any dogs attending which are found to have issues with other dogs may be asked to leave and you may not be given

a refund. In this instance we will endeavour to work with you to find a solution.

Pooch Paws reserves the right to ask you to leave at any time should the dog's welfare be deemed to be compromised.

Dog's Health

VACCINATIONS: All puppies and dogs are required to be fully vaccinated and we require to see proof of vaccination at your first class. Should you choose not to vaccinate a letter stating your dog's blood titre levels must be presented on headed paper and signed by your veterinary surgeon. If you choose these route, Pooch Paws will not be held responsible for any illness your dog may contract whilst training with Pooch Paws.

ILLNESS: Please do NOT bring your puppy or dog along to classes in the case of illness.

BITCHES IN SEASON: Please do not attend if your female dog comes into season.

Owners

Please ensure you are wearing FLAT, ENCLOSED foot wear, please do not wear high shoes or flip flops. Please treat all other owners with kindness and respect.

Aggressive or in appropriate behaviour from the owner may result in a cancellation of service, with no refund.

Privacy Policy

Available to view on the website [here](#).

www.poochpaws.co.uk/faqs.html

Haven Veterinary Surgeons Healthy Pet Club Discount Terms and Conditions

10% discount applicable under the following conditions:

1. First booking with Pooch Paws on one to one services only:
 - 1.1.1 Behaviour consultations including assessment and report
 - 1.1.2 One to one training sessions
 - 1.1.3 Travel fee applicable at full cost where this applies
 - 1.1.4 **Excluded from the offer:** group training classes
 - 1.1.5 Block booking is acceptable to maximise savings
 - 1.1.6 Can be applied where there is a package available with a discount already applied
2. A member of Haven Veterinary Surgeons Healthy Pet Club
 - 2.1.1 Your membership will need to be confirmed by a member of staff at Haven Veterinary Surgeons
 - 2.1.2 Once membership is confirmed you will be sent an exclusive discount code to apply to your booking
3. All other terms and conditions apply in relation to:
 - 3.1.1 Behaviour and Training policy
 - 3.1.2 Payment Terms
 - 3.1.3 General Policy
 - 3.1.4 Privacy Policy
 - 3.1.5 Release of liability and photography

Release of Liability and Photography

Release Waiver

I HEREBY ASSUME ALL OF THE RISKS OF PARTICIPATING AND/OR VOLUNTEERING IN THIS ANIMAL TRAINING or BEHAVIOUR SESSION, including by way of example and not limitation, any risks that may arise from negligence or carelessness on the part of the persons or entities being released, from dangerous or defective equipment or property owned, maintained, or controlled by them, or because of their possible liability without fault. I understand that attending a dog/animal training/behaviour session poses a risk to myself, guests, children and my dog/animal. I understand if I have brought children along for the session I am solely responsible for them.

I acknowledge that this Accident Waiver and Release of Liability Form will be used by the event holders, sponsors, and organizers of the activity or event in which I may participate, and that it will govern my actions and responsibilities at said activity or event. In consideration of my application and permitting me to participate in this event, I hereby take action for myself, my executors, administrators, heirs, next of kin, successors, and assigns as follows:

(A) I WAIVE, RELEASE, AND DISCHARGE from any and all liability, including but not limited to, liability arising from the negligence or fault of the entities or persons released, for my death, disability, personal injury, property damage, property theft, death of my pet, injury to my pet, or actions of any kind which may hereafter occur to me including my traveling to and from this event.

THE FOLLOWING ENTITIES OR PERSONS: Katey Aldred, Pooch Paws, their directors, officers, employees, volunteers, representatives, and agents, the activity or event holders, activity or event sponsors, activity or event volunteers;

(B) I HAVE DISCLOSED all relevant information regarding my dog/animal, its sensitivities, any aggression problems, situations which provoke my dog/animal. I will immediately inform the trainer if any situation arises which provokes my dog and take full responsibility for avoiding these situations.

(C) I INDEMNIFY, HOLD HARMLESS, AND PROMISE NOT TO SUE the entities or persons mentioned in this paragraph from any and all liabilities or claims made as a result of participation in this activity or event, whether caused by the negligence of release or otherwise. I acknowledge that Katey Aldred, Pooch Paws and their directors, officers, volunteers, representatives, and agents are NOT responsible for the errors, omissions, acts, or failures to act of any party or entity conducting a specific event or activity'.

I understand that at this event or related activities, I may be photographed and/or filmed. I agree to allow my photo, video, or film likeness to be used for any legitimate purpose by the event holders, producers, sponsors, organizers, and assigns. I hereby waive any right to inspect or approve the use of the images or recordings or of any written copy. I further waive all moral rights. I also waive any right to royalties or other compensation arising from or related to the use of the images, recordings, or materials. I hereby release, defend, indemnify and hold harmless the producers from and against any claims, damages or liability arising from or related to the use of the images, recordings or materials, including but not limited to claims of defamation, invasion of privacy, or rights of publicity or copyright infringement, or any misuse, distortion, blurring, alteration, optical illusion or use in composite form that may occur or be produced in taking, processing, reduction or production of the finished product, its publication or distribution

The accident waiver and release of liability shall be construed broadly to provide a release and waiver to the maximum extent permissible under applicable law.

I CERTIFY THAT I HAVE READ THIS DOCUMENT, AND I FULLY UNDERSTAND ITS CONTENT. I AM AWARE THAT THIS IS A RELEASE OF LIABILITY AND A CONTRACT AND I SIGN IT OF MY OWN FREE WILL.

I am 18 years of age or older and I am competent to contract in my own name. I have read this document before signing below, and I fully understand the contents, meaning and impact of this consent, waiver, indemnity and release. This consent, waiver, indemnity and release is binding on me, my heirs, executors, administrators and assigns.

www.poochpaws.co.uk