

Behaviour Consultations: By making a booking you acknowledge that you have read, understood and fully accept these Terms and Conditions:

Booking

- Behaviour consultations are only available on veterinary referral. A written referral from the vet is required prior to / at the time of consultation (download forms at www.petbehaviourhelp.co.uk/Referral.pdf).
- Consultations may take the form of home visits (depending on location), outdoor sessions at my premises, or video sessions where appropriate.
- Consultations and follow up sessions are usually available Monday to Friday, 10.00am to 3.00pm.

Fees

- Price agreed at the time of booking applies, and includes an initial consultation and follow up session(s) and support as detailed on booking.
- A deposit of £100 is required to secure the initial behaviour consultation appointment.
- The full fee must be paid by or on the date of the consultation, by cash, cheque or bank transfer.
- Extra sessions beyond your pre-paid package are available at an additional cost – please ask for details.
- Behavioural medication or supplements may be recommended for your pet, to improve or speed up progress, and in some cases to manage severe stress. I will discuss this with you and will liaise with your vet if such recommendations are made. Any medication or supplements will involve additional costs to you.
- Claiming through your pet insurance: Receipts are provided on request. I do not deal with direct claims but will provide evidence of fees to your insurance company on request. (Please note that reports will only be shared with third parties other than your vet with your express permission).

Cancellations and Reschedules

- If a client **Cancels** their initial consultation more than 10 days in advance, the deposit will be fully refunded.
- If a client misses the initial appointment or cancels with less than 10 days' notice, the deposit is forfeited.
- If a client wishes to **reschedule** their initial consultation appointment, the deposit payment can be transferred to a new appointment PROVIDED THAT the client notifies this request at least 5 days prior to their original appointment date.
- Requests to reschedule must be provided in writing and acknowledged by me.
- I reserve the right to refuse appointments in the event of 2+ reschedules by the client (regardless of notice given). This applies to initial consultation appointments (which may result in forfeit of deposit as detailed above) and to follow-up visits / training sessions.
- Partial refunds are not offered except at the discretion of the clinical behaviourist. This means that if a client terminates a package without utilising all of the follow-up visits or training sessions included in that package, no refund is given for unused sessions. This is because packages are designed to offer sufficient support to obtain positive outcomes, so clients are encouraged to fully utilise the service.

Banned breeds

- If your dog is an XL Bully or a member of another breed banned under the Dangerous Dogs Act, please contact me prior to booking as special terms may apply.

Consultations

- The client should allow up to 2½ hours for an initial behaviour consultation. All adult family members should be present throughout the session if possible.
- Where additional session(s) are included in the package, these must be booked within a timely manner (guidance will be given) and no later than 3 months after the initial consultation to ensure continuity. Follow up sessions are 1 – 1½ hours in duration.
- Optional additional sessions may be recommended for your case and are subject to an additional fee.

- In some cases it may be necessary to refer a client back to their vet, or onward to another specialist, before behaviour therapy can take place. In such cases the full fee for the consultation is payable.

Reports and Handouts

- Written reports are provided to the client via email. Every effort is made to send these within 5 working days of your appointment. Where this timescale is not possible, training handouts and brief notes will be provided on a short term basis until the report is completed.
- If you do not receive my report within a week of your appointment, please check your spam/junk email in the first instance before contacting me. (Whitelisting my email address lucy@petbehaviourhelp.co.uk can help to ensure that messages pass your spam filter).
- Reports and emailed advice are for the personal use of the client, and relate only to the named animal(s).
- A copy of your report is sent to the referring vet for their records.
- Training handouts and leaflets remain the copyright of Lucy Bingley and may not be shared without permission.

Follow-up

- Follow-up is essential, and regular updates and discussions improve outcomes. **The client undertakes to update me at least twice in the first month following their behaviour consultation.**
- **The client is strongly encouraged to continue to provide regular updates on progress while we are working together, and to contact me as soon as possible in the event of problems or questions.**
- Please contact me by email (lucy@petbehaviourhelp.co.uk), text or WhatsApp (07879493520) in the first instance, including for any URGENT messages. I will reply to all emails within 2 working days (sooner for urgent matters). Phone messages can be left but may not be returned for up to 5 working days.
- Email/phone support is included in the fee and remains available for the original behaviour problem for 6 months after the initial consultation visit. Any new behaviour problem may require another behaviour consultation and incur additional fees.

Safety and training / handling equipment

- Prior to a session I may make requests regarding confinement or restraint of the animal for safety reasons. Failure to comply with these requirements may result in the session's termination, with loss of deposit.
- The use of physical force and punishment-based techniques are not permitted in consultations, and the following items are not permitted under any circumstances: Choke chains, Electronic training collars, including anti-bark/citronella or "invisible fence" collars, Any device that causes discomfort or fear to the dog, Prong or pinch collars, Any equipment that the behaviour counsellor deems unacceptable.
- Every effort is made to ensure safety of clients and pets during consultations and follow up sessions. By making a booking you agree to indemnify Lucy Bingley for all personal injury and damage to property owned by you while attending the consultation. All parties attending the sessions are aware that they do so at their own risk. Children must be under the supervision of a responsible adult.

Photographs and video

- Photographs or videos may be taken during a consultation for research or educational purposes, or to confidentially seek another professional opinion. Such files will be kept confidentially and securely, and only shared with the clients' explicit prior agreement.

Confidentiality

- The client accepts that their report will be shared and their case may be discussed with the referring vet.
- No information about behaviour consultations will be shared other than with the referring vet, unless with the client's explicit permission, except where there is evidence to warrant concern about the safety or interests of clients or others who may be threatened by the clients' behaviour, in which case I may inform appropriate third parties without prior consent.
- All reasonable steps shall be taken to preserve the confidentiality of information acquired through my professional practice, and to protect the privacy of those about whom information is collected or held.

Complaints

The Association of Pet Behaviour Counsellors has a procedure for dealing with complaints against a member: details can be found at <https://www.apbc.org.uk/code-of-conduct-and-complaints-procedure/>