



All Tails Great & Small

PRE-PUPPY

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Pre-Puppy Services Agreement

The parties to this Services Agreement are:

Name:

Address:

(Hereinafter referred to as the **Client**)

AND

Name: Jane Hague

Address: 12 Lacock Gardens, Trowbridge, Wiltshire, BA14 7TF

(Hereinafter referred to as the **Dog Behaviourist**)

For good and valuable consideration the parties agree as follows:

Client Rights and Responsibilities

- A deposit equivalent to 25% of the total cost is payable upon booking. This deposit is non-refundable: should cancellation be made with less than 48 hours' notice the Dog Behaviourist will retain the deposit. However, should you wish to cancel and provided you have given more than 48 hours' notice the deposit will be kept for 3 calendar months from the date of the original appointment to allow you to rebook. If this rebooked appointment is cancelled (at any time) it is at the discretion of the Dog Behaviourist as to whether the deposit is available to offset any future appointment costs.
- The remaining balance of the total cost is payable in full at the end of the appointment and is to be paid in cash or by direct bank transfer.
- Any information that the Client provides to the Dog Behaviourist is accurate to the best of the Client's knowledge.
- The Client retains the services of the Dog Behaviourist as an independent contractor and not as an employee.
- This agreement is binding upon Client, spouse of Client and children of Client.
- Any decisions made relating to puppy ownership are ultimately the sole responsibility of the Client.

Dog Behaviourist Rights and Responsibilities

- An invoice/receipt will be issued by the Dog Behaviourist upon payment of the deposit.
- An invoice/receipt will be issued by the Dog Behaviourist upon completion of the appointment to reflect the remaining balance of the total cost.
- Whilst every effort will be made by the Dog Behaviourist to keep an appointment, if the Dog Behaviourist needs to cancel a scheduled appointment due to unforeseen circumstances, as much notice as possible will be given to the Client. The 25% deposit will be retained by the Dog Behaviourist should the Client wish to rebook the appointment, otherwise the deposit will be returned to the Client.

- The Dog Behaviourist will provide support to the Client until the puppy is brought to the Client's home, or for 3 calendar months from the date of the appointment, whichever is sooner, by email, text and phone.
- The Dog Behaviourist will accompany the Client on visits to breeders if practical and appropriate, and after discussion between both parties.
- The Dog Behaviourist will issue a bespoke Pre-Puppy report within 4 working days of the appointment and may provide additional training material if deemed appropriate.
- In compliance with GDPR, the Dog Behaviourist will keep all information provided by the Client strictly private and confidential, and for business purposes relating to All Tails Great & Small only. Please see website for full privacy policy.
- The Dog Behaviourist holds Public Liability Insurance to the value of £5million however the Dog Behaviourist cannot accept responsibility for any loss or damage to any property caused by a third party.
- If the Client behaves in any way that the Dog Behaviourist considers inappropriate, the Dog Behaviourist has the right to terminate this Services Agreement with immediate effect. Termination for this reason shall not entitle the Client to any refunds or the relief from outstanding payments due.
- Any wrongful or misleading information that the Client provides may constitute a breach of terms of this Services Agreement and be grounds for instant termination thereof. Termination for this reason shall not entitle the Client to any refunds or the relief from outstanding payments due.
- The Dog Behaviourist will make every reasonable effort to help the Client to achieve their goals but makes no guarantee of the puppy's performance or behaviour as a result of providing professional dog behaviour consultation.

Client Signature:

Client name (print):

Date:

Dog Behaviourist Signature:

Dog Behaviourist name (print):

Date: