



All Tails Great & Small

DOG & PUPPY BEHAVIOUR

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Dog & Puppy Behaviour 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**)

AND

The Client's dog - *Name:*

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

For good and valuable consideration the parties agree as follows:

Client Rights and Responsibilities

- It is strongly advised that the Client have the Dog fully vet checked before any behaviour work is undertaken especially if the behaviour has developed suddenly.
- 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.
- It is at the discretion of the Dog Behaviourist as to how many times follow-up session appointments and additional appointments can be cancelled and rebooked.
- The remaining balance of the total cost is payable in full at the end of the first appointment and is to be paid in cash or by direct bank transfer.
- The remaining 2 follow-up sessions are to be booked by the Client and are to be completed within the 90 day period after the date of the first appointment (applies to Extended programme only).
- Any information that the Client provides to the Dog Behaviourist is accurate to the best of the Client's knowledge.
- The Client is liable for all medical expenses and damages resulting from an unprovoked injury to the Dog Behaviourist caused by the Dog.

- 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.
- All members of the household must follow the Dog Behaviourist Behaviour Modification & Training report without alteration.
- The Client will not introduce conflicting training methods that have not previously been discussed with the Dog Behaviourist.
- The Client understands and agrees to continue with the Dog Behaviourist recommendations once all sessions have been completed. There are no guarantees of any specific result and therefore no refund can be sought from the Dog Behaviourist.
- The behaviour of the Dog is 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 first 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 additional support to the Client from the date of the first appointment by email, text and phone.
- The Dog Behaviourist will issue a bespoke Behaviour Modification & Training report within 4 working days of each appointment. The Dog Behaviourist may also 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 the Dog or a third party.
- The Dog Behaviourist cannot be held liable for any loss, injury or death of the Dog inside or outside of the Client's home if caused by natural causes, a third party or another animal.
- 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 behaviour modification goals and training goals, but makes no guarantee of the Dog's performance or behaviour as a result of providing professional dog behaviour consultation.
- It is at the Dog Behaviourist's discretion as to how many behavioural topics can be covered within a behaviour modification and training programme; further appointments may be necessary to cover these topics at an additional cost to the Client.
- Without limiting the generality of the foregoing the Dog Behaviourist has not represented, promised, guaranteed or warranted that the Dog will never bite, will not be dangerous or vicious in the future, will never exhibit other behavioural problems, or that the results of the training will last for a particular amount of time.

Client Signature:

Client name (print):

Date:

Dog Behaviourist Signature:

Dog Behaviourist name (print):

Date: