



## TERMS AND CONDITIONS OF SERVICE (SEPARATION ANXIETY PACKAGE)

It is important you read through this document carefully and are happy to agree to be bound by the terms and conditions set out below. Please note that payment for services and / or participation in video calls, online and Whatsapp work with us imply full agreement with these terms and conditions. If you have any comments or questions, contact us on enquiries@edinburghdogbehaviour prior to making a booking.

### Training Methods

All of the methods and techniques we use and recommend are based on up-to-date science and best practice. We make a considerable investment every year into continuing professional development with many of the world's leading behaviourists and trainers.

Since knowledge changes over time and new scientific discoveries are being made, recommended techniques are likely to change over time. We will also select and recommend methods and approaches that are appropriate for your dog based on your current situation. Therefore, there will be natural differences in what each client receives as part of their programme, including management advice, number and type of training exercises given and the "target" times for absences during training.

All methods recommended are fair, kind and where possible reward based (the nature of SA means that rewards are not always helpful, but we will never recommend something that will cause pain, panic, fear or physical harm to your dog). We will be requesting that you always aim to work below your dog's reactivity threshold, both to protect welfare, but also because it is the most effective way to bring about a change in how your dog feels about being home alone.

Harsh handling and the use of aversive or punishment-based techniques will never be advised and are not useful for the vast majority of training. Such methods can however be particularly detrimental to dogs suffering from separation anxiety. This includes the use of equipment such as shock collars/ e-collars, spray collars, sonic collars or other equipment designed to reduce a behaviour by punishment. If you are currently relying on the use of such equipment to manage your dog at any time please make this known at your initial consult so that we can find a better alternative.

### Engagement and Commitment

The 4 week initial package is designed to teach you how to manage and modify your dog's emotional responses when home alone, and to show you that within one month you can bring about a positive change in your dog's behaviour and outlook. Separation anxiety takes time and commitment to treat and we make no claim whatsoever that your dog's separation anxiety will be fixed in one 4 weeks.

We do however believe in the methods we teach and guarantee that in each 4 week block we will make progress both in your dog's behaviour, and your understanding of your dog's behaviour and how to continue helping and guiding them, provided you put the work in and followed the advised





steps. Progress looks different for each dog, and we will endeavour at every stage in the programme to realistically guide your expectations of what your dog can achieve.

By working with us you are agreeing to:

- Engage fully with the programme to the best of your ability and understand that bringing about behaviour change involves commitment and consistency.
- Ask for clarification if anything is unclear.
- Have an open mind about potential solutions and strategies.
- Try your best to ensure everyone who is regularly involved with your dog understands their role in the training programme and can assist where reasonable/ practicable.
- Avoid introducing alternative or additional training methods (for example ideas seen on T.V., advice given by friends or seeking advice from other trainers) without first discussing these with us.
- Be open and honest when providing information, and when communicating your thoughts and feelings about our training. Everything you have to say is valid and will allow us to find the best route for you and your dog.
- Where medication is prescribed by your veterinarian as part of the treatment plan, you agree to adhere to the regime prescribed by your vet and not to deviate from this, or cease any medication without first discussing with ourselves and your veterinarian.

### **Payments, Refunds and Cancellations**

A minimum deposit of £150 is required at the time of booking your package in order to confirm your initial appointment and 4 week package. The remaining balance for each 4 week block is due within 30 days of the start date.

#### **i) Cancellation before the package begins:**

If you need to cancel or rearrange your initial 4 week package please let us know as soon as possible by emailing [river@edinburghdogbehaviour.com](mailto:river@edinburghdogbehaviour.com). If you have yet to begin your package (i.e. you are yet to participate in the initial consult), cancellations of the full package received over 48 hours before your initial appointment will be eligible for a full refund, minus administration costs. Cancellations received within 48 hours of your initial appointment will be eligible for a refund for any monies paid, minus the cost of the initial consult (£150).

#### **ii) Cancellation of video call/ training appointments:**

If you are not able to make a video calls or training appointment for any reason, please let your trainer know as soon as possible so that alternative appointments may be offered. We will always make the greatest effort to offer alternatives however at busy times this cannot be guaranteed and failure to keep the appointment may result in this part of your package being lost. Such appointments are considered forfeited by yourself and are not eligible for a refund if less than 48 hours notice is given.





**iii) Client holidays/ package pauses:**

We are happy to accommodate client holidays and other package pauses, however you are required to let your trainer know at the commencement of each 4 week block the date on which you wish to pause and the date on which you will return to training. Package length will be adjusted accordingly. For example, if you have a 2 week holiday booked part way through the package and give notice of the pause dates, your package will be booked over 6 weeks with a pause in training over your holiday / break period. This ensures no package days are lost and no extra charges are required.

Where your plans are made last minute, or in circumstances that were unplanned/ unforeseen, please let your trainer know ASAP. We will always try to accommodate however reserve the right not to offer package pauses or refunds when notice is given mid-package.

**iv) Cancellation by your trainer:**

On rare occasions, due to illness, emergency or unexpected events such as power cut, internet failure or other technical difficulties, it may be necessary for us to request a session to be rearranged to an alternative date and/ or time. We understand how disappointing and disruptive this may be so it will only ever occur in the event it is absolutely necessary; however we reserve the right to cancel or rearrange sessions at any time. In such an event you will be offered an alternative appointment, or if this is not possible then a refund or alternative for the part of the package that has been cancelled will be made available.

**v) Swaps:**

Due to the unpredictable and complex nature of behaviour work, we may sometimes suggest that booked time is used differently to what was originally planned. For example, we may recommend swapping support days (and their associated exercise creation and review) for video call time, or vice versa (swapping a video call for exercise creation and review days).

Swaps can be requested by the client or recommended by the trainer, but all swaps are at the trainer's discretion and will be agreed and recorded on your file for the avoidance of confusion and to ensure full benefit is received for your package.

**Money back guarantee**

We are so confident that our programme will help you and your dog, that we are happy to offer a money back guarantee. If at the end of your initial package and after fully engaging with the programme you do not feel the programme has helped your situation, you are eligible for a full refund of the package price.





Your package runs for 4 weeks from the date of the initial consult, and to be eligible for a refund, requests must be received in writing to [river@edinburghdogbehaviour.com](mailto:river@edinburghdogbehaviour.com) within 7 days of the final day of your initial package.

Refunds are not available to those who have missed video appointments without notice, or failed to complete a minimum of 16 exercises during the 4 week period. Changing your mind about participation in the programme does not constitute a valid reason to request a refund.

The money back guarantee is offered only on your first 4 week programme with us. Additional *ad lib* sessions/ follow on packages are not eligible for the money back guarantee.

Due to bank and processing times, please allow up to 10 working days for any refunds to appear in your account.

### **Marketing/ Privacy Policy**

At Edinburgh Dog Behaviour we store the information you have provided in our contact and booking forms and will only ever use it to contact you in relation to the service you have purchased. We never pass on your personal information to any third parties or affiliates without your express prior and written consent, and we will only ask for this when we believe that passing on such information would be of benefit in your dog's treatment (for example if you ask us to liaise with your veterinary surgeon).

The information on your contact/ booking form will be used in the following ways:

- To contact you when discussing or arranging the services you have paid for. This includes video chats and the use of your phone number to create a Whatsapp support chat between yourself and your trainers.
- To email you with information relevant to joining Zoom video chats or accessing follow up notes, exercises and handouts.
- To gather information about your dog and as a basis for further enquiries during our video chats.
- To call you in the unlikely event that we need to cancel or rearrange a session at short notice.

We will retain your information for two years from the date of completion of the contact/ booking forms, after which time it will be securely deleted. You have the right at any time to request a copy of all the information held on you and/ or to request the deletion of your information from our records. You can do so by putting your request in writing to [enquiries@edinburghdogbehaviour.com](mailto:enquiries@edinburghdogbehaviour.com).

All personal data is stored securely and we have put in place suitable physical and electronic procedures to ensure your data is kept safe. However, sending information through the internet is never guaranteed to be secure and is done so at your own risk.

Edinburgh Dog Behaviour reserves the right to change our Terms & Conditions / Privacy Policy as and when we deem necessary and in line with changes to legislative frameworks. Any changes will be posted on the website and emailed to active clients. You are deemed to have accepted the new terms on your first use of the website after the changes and/ or on receipt of the email update.





## Disclaimer

By enrolling on any of our programmes including in person training, remote training and online packages, you indicate that you are aware that any attempt to modify behaviour poses a risk of injury to yourself and other individuals in your household or who play a role in the day to day care of your dog.

Due to the nature of separation anxiety treatment techniques, we aim to keep your dog clam and as relaxed as possible at all times therefore minimising risk.

If any technique is proposed that you have reason to believe might be problematic to your dog and may cause them stress, frustration or trigger an additional behaviour problem you have knowledge of you must make this known immediately so that alternative techniques can be found.

As the person responsible for your dog and their training programme, you are to ensure that necessary steps are taken at all times to prevent injury, including avoidance of situations that might trigger an aggressive behaviour.

By booking and participating in any service or package provided by Edinburgh Dog Behaviour you agree to indemnify and hold unaccountable Edinburgh Dog Behaviour and its representatives against any and all losses, liabilities, judgments and costs (including legal fees and expenses) arising out of, or related to, any claim of injury to persons or property of any kind, whether before, during or after the consultation and when implementing suggested techniques with your dog.

