

**4-LEGS-GOOD  
PET BEHAVIOUR  
COUNSELLING**

3 Coton Crescent  
Shrewsbury  
SY1 2NY

01743 249 968

info@4-legs-good.co.uk  
www.4-legs-good.co.uk



ASSOCIATION OF PET  
BEHAVIOUR COUNSELLORS

**Referral Form**

In order to rule out any physiological causes for the problem behaviour and in accordance with the Association of Pet Behaviour Counsellors Code of Conduct, we only work on veterinary referral. Please take this form to your vet and ask them to look at your pet and fill the form in. You will need to bring it to the consultation, together with any records that your vet may like to provide. Alternatively, your vet may like to email, fax (**08701 693137**), or post their records direct to us. Note that they can also fill in their referral online through our web site.

<b>Client's Name</b>			
<b>Pet's Name</b>			
<b>Client's Contact Details</b>			
<b>Referring Veterinary Surgeon</b>			
<b>Practice Address</b>			
<b>Nature of Problem</b>			
<b>Medical history accompanies this slip</b>			
<b>Medical history supplied by phone/fax/post/email</b>		<b>There is no relevant medical history</b>	
<b>Signed MRCVS</b>			

**4-Legs-Good Pet Behaviour Counselling C.I.C.**

A Community Interest Company Limited by Guarantee registered in England and Wales No. 09075408  
Registered Office: 4 The Creative Quarter, Shrewsbury Business Park, Shrewsbury SY2 6LG

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Service	Description	Location or Travel Zone	Deposit (£)	Full Payment (£)
<b>Behavioural Clinic</b>	<p>We run weekly clinics at the West Mids Showground. Each clinic appointment is 1½ hours long and every client receives a copy of the 4-Legs-Good Dog Training Manual, notes specific to their dog's problem followed by a bespoke summary a few days later. As with home visits, the referring vet is kept informed at all stages of the process and follow-up is provided by telephone and email. Alternatively, clients can have face-to-face followup for an extra fee (see below).</p> <p>Ideal location in which to work on dog-to-dog problems – we can organise our range of friendly stooge dogs and dog handlers to expose to your dog in a controlled manner.</p>	West Mids Showground, Shrewsbury	100	150
<b>Dog Consultation</b>	<p>2-hour home visit on referral from a veterinary surgeon. Includes a copy of the 4-Legs Good Dog Training Manual, a detailed written report a week after the initial consultation, a clinic or Skype follow-up appointment and unlimited telephone/email follow-up.</p> <p><i>Training rates are shown in italics below our normal rates. You may recorded in these consults for training purposes.</i></p>	Zone 1	100	280 <i>150</i>
		Zone 2		310 <i>180</i>
		Zone 3		340 <i>210</i>
		Zone 4		370 <i>240</i>
<b>Cat Consultation</b>	<p>1 ½ hours consultation on referral from the veterinary surgeon. Includes a detailed written report a week after the initial consultation and telephone/email follow-up. We provide both home visit and telephone consultations for cats. A telephone consult is suitable for those too far for us to travel to – there is obviously more risk of not getting to the bottom of the problem, but is generally successful.</p> <p><i>Training rates are shown in italics below our normal rates. You may recorded in these consults for training purposes.</i></p>	Telephone	100	100 <i>80</i>
		Zone 1		200 <i>100</i>
		Zone 2		230 <i>130</i>
		Zone 3		260 <i>160</i>
		Zone 4		290 <i>190</i>
<b>Follow-up Appointments</b>	If further follow-up is necessary, we can come to you, or you can come one of our clinics.	Behavioural Clinic	65	65
		Zone 1	50	50

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	Alternatively, if appropriate, we can meet you on one of your local walks. The appointment lasts 1 hour or 45 minutes if at our clinic.	Zone 2		80
		Zone 3	100	110
		Zone 4		140
<b>First One2one Training Session</b>	1 ½ hours home visit, includes a copy of the 4 Legs Good Dog Training Manual. We take some details and find out what you want to achieve from training, then we get started.	Zone 1	50	65
		Zone 2		115
<b>Follow-up One2one Training Session</b>	1-hour home visit, or we can meet on a walk, or you can come to our clinic (zone 1 prices apply in latter). Follow-up sessions are set-up to suit you.	Zone 1	50	50
		Zone 2		100
<b>One2one deal</b>	If you book and pay the deposit for 3 one2one sessions in advance, we offer a 10% discount.	Zone 1	120	148
		Zone 2		283
<b>One2one Single Subject Training Session</b>	The session lasts 1 hour and it's at the West Mids Showground. Subjects include off-lead for the first time, rally, tracking, agility for fun and recall training.	West Mids Showground, Shrewsbury	50	50

Feel free to give us a call for a no obligations chat. You can read more about us on our web site. If you live outside our travel zones, or are interested in our services for your **pet bird or rodent**, please contact us for further information.

Our fees can often be covered by your pet insurance policy – ***please check with your insurer for details***. Please note there will be a £25 surcharge for processing insurance claims.

4-Legs-Good attempts to provide the best service we can to clients. Please help us by keeping your appointment, or by cancelling with as much notice as possible – ***see our terms and conditions for details***. We are sorry to have to do this, but like any other business we have overheads and, more importantly, we have other clients waiting.

#### **Location Details**

**4-Legs-Good Centre:** 3 Coton Crescent, Shrewsbury, SY1 2NY (*note training rates are calculated from Birmingham city centre*)

**West Mids Showground:** The Agricultural Showground, Berwick Road, Shrewsbury, SY1 2PF

**Zone 1:** within 5 miles of our centre

**Zone 2:** within 15 miles of our centre

**Zone 3:** within 25 miles of our centre

**Zone 4:** within 35 miles of our centre

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## 4-Legs-Good Product List

These useful products are available from our website ([www.4-legs-good.co.uk](http://www.4-legs-good.co.uk)), or over the telephone (01743 249 968). P&P is charged at standard Royal Mail First Class prices.

### **4-Legs-Good Dog Training Manual: £10.00**

All you need to teach you and your dog essential survival skills. The book should give you a good understanding of why as well as how to train your dog.

### **SENSE-ible Harness: £22.00 – 27.00 Sizes XS – XL**

We think these harnesses are so great that we have imported them from the States!

### **SENSE-ation Harness: £27.00 – 32.00 Sizes XS – XL**

We think these comfy yet practical harnesses are so great that we have imported them from the States!

### **Baskerville Muzzle: £7.00 – 15.00 Sizes 1 – 16**

We advocate the Baskerville muzzles, because they allow a dog to pant, drink, bark and take treats.

### **Baskerville Ultra Muzzle: £8.50 – 17.00 Sizes 1 – 6**

We advocate the Baskerville Ultra muzzles, because they are very comfy and allow a dog to pant, drink, bark and take treats.

### **Clickers: £3.00 – 5.00 Doggie Solutions or Canine Concepts**

No more shouting or yanking your dog around in the name of training. Clicker training is the fun, reward-based method of dog training that you will both enjoy!

### **CLIX Noises & Sound CD: £9.00**

This CD has a variety of different sounds dogs often find difficult to cope with.

### **CLIX House Line: £4.00**

These are useful for managing your dogs behaviour in the home. You can use a houseline to get your dog away from potential problems without being confrontational or giving him any attention.

### **CLIX Long Lead (5 m): £10.00**

Invaluable for recall training and socialisation.

### **HALTI Training Lead: £8.00**

This multi-functional HALTI Lead is designed to control, guide and tether a dog in a variety of situations.

### **4-Legs-Good Clicker Whistle: £4.00**

We find retraining the recall with a whistle can work wonders for those dogs who have learned to ignore their owner's voice.

### **Little Book Of Clicker Tricks: £6.00**

This book goes into the basics of clicker training and it also gives you ideas of how to train your dog to help around the house! Once one has got the hang of clicker training the main limitation is usually one's own imagination!

*Payments can only be made online via PayPal or over the phone and we can only accept orders from the UK and other countries in the EU. Prices stated are inclusive of VAT at the current rate, but do not include delivery and packaging costs. We aim to post items within 7 to 10 working days of receipt of order. Although we try to keep all of our products in stock, on the occasions we do not have your ordered product, you will be contacted by email or telephone to advise you of anticipated delivery. If the items do not match expectations or arrive damaged, please return within 14 days for a full refund. Return postage is not refundable unless items are faulty or incorrectly sent. Please wrap carefully to prevent damage. For orders cancelled prior to dispatch (received prior to email notification), a full refund will be given.*

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## ***Terms and Conditions***

The following terms and conditions will apply to all behaviour consultations, one-to-one training, equipment and other services relating and supplied by Claire Kirby and 4-Legs-Good Pet Behaviour Counselling CIC. These terms and conditions are aimed to protect the rights and welfare of clients, their pets, as well as the behaviourist. Please read the terms and conditions carefully. Should you have any queries please speak to Claire.

1. We will endeavour to take all reasonable care, but cannot accept any responsibility for the health and safety of the pet, owner or their families. Any information you choose to disclose to 4-Legs-Good will be securely retained on paper and on a computer database and will not be disclosed to third parties without your prior consent, unless there are legal reasons to do so.
2. We accept no responsibility for loss, injury accidents that occur to pet, owner, or their families, or for any veterinary bills, or other costs arising from any incident relating to training, equipment, or advice given by Claire Kirby and 4-Legs-Good Pet Behaviour Counselling CIC.
3. Any information regarding the pet's health and/or existing medical conditions/treatment must be disclosed prior to any consultation, or training, or supply of equipment. Where relevant any health issues regarding you, the handler, should also be disclosed to avoid injury and other issues pertaining to the services/equipment supplied.
4. Any information regarding behaviour issues in relation to your pet MUST be freely disclosed for example, fear, aggression, pet's previous behaviour history etc. Failure to do so could cause serious harm to your pet, you the owner, your behaviourist, or other members of the public.
5. If your pet is showing signs of ill health (such as vomiting, diarrhoea, coughing), or if you have a bitch in season, please advise your behaviourist as soon as possible in order to rearrange your appointment. This also applies to post-operative recovery periods. Your cancellation clause arrangement will of course apply in this case.
6. All pets must be free from disease and up-to-date with worming, flea and tick treatment prior to consultation.
7. Children and family members are welcome to join in with consultations – this is at your own discretion. All involved must also comply with the Health and Safety recommendations advised herein and to take proper reasonable care during and after the consultation. We accept no liability for the health and safety of those you choose to involve.
8. Children must always be supervised when around animals and you should take proper care to ensure that they do NOT attempt to replicate any training, or behavioural modification recommendations on your pet without proper, adult supervision. This applies in all cases, even if the children have been actively involved with behavioural consultations or training sessions with 4-Legs-Good Pet Behaviour Counselling CIC.
9. Payment/deposit for services must be made in advance at the time of booking. Behaviour consultation and training session payments are made by a deposit, followed by the remainder of the payment at the appointment. For other services the full fee maybe payable in advance. There is a cooling-off period of 14 days from the time of booking, but if you choose for the service to take place within these 14 days, you lose your right to cancel with a refund. For day seminars and behaviour clinic appointments, the deposit payable on booking is non-refundable. For home visit behavioural consultations or single training sessions, if cancelled more than 5 working days before the appointment, the consultation may either be re-scheduled and the deposit carried over to the next session. Half of the deposit can be retained to cover administration costs. For pre-paid training courses, cancellations received at least 48 hours before the appointment will result in re-scheduling of that session. Any cancellations received closer to the appointment than the times described above will result in retention of all of the deposit, plus the full fee for that service being invoiced. Cancellations should be made in writing.
10. Claire Kirby and 4-Legs-Good Pet Behaviour Counselling CIC do not endorse the use of physical punitive correction. Our welfare and protection policy is that any health or welfare issues found to be of concern will be reported to the local government authority and RSPCA inspector, or local Police where appropriate.
11. When you book a service, or purchase a product from 4-Legs-Good Pet Behaviour Counselling CIC, it is given that you accept and agree to abide by these terms and conditions and you take responsibility to ensure that all parties involved in handling and/or training of your pet will also abide by these terms and conditions. This agreement will carry over to any subsequent training, equipment and services.

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