

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

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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, Zoe Demery 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 your behaviourist.

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. If you contact us by telephone, please be aware that calls may be recorded for quality and training purposes.
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, Zoe Demery 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 for services must be made in advance at the time of booking. In the case of a one-off consultation or training session payment is made by a deposit, followed by the remainder of the payment at the appointment. For other services the full fee is paid 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 behavioural clinic appointments, the deposit payable on booking is non-refundable. For one-off 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, or half of the deposit is 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, Zoe Demery 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.

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

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