

***Terms and Conditions – Behaviour Consultations: By making a booking you acknowledge that you have read, understood and fully accept these Terms and Conditions:***

**Booking**

- Behaviour consultations are only available on veterinary referral. A written referral from the vet is required prior to / at the time of consultation.
- The referring vet will receive a copy of the written report.

**Fees**

- Price agreed at time of booking applies.
- A deposit of £100 is required in advance of the behaviour consultation. An appointment will only be confirmed once this has been received.
- The full fee must be paid by or on the date of the consultation, by cash, cheque or bank transfer.
- Receipts can be provided on request.

**Cancellations and Reschedules**

- If a client  **Cancels** their appointment more than 10 days in advance, the deposit will be fully refunded.
- If a client misses an appointment or cancels with less than 10 days' notice, the deposit is forfeited.
- If a client wishes to **reschedule** their appointment, the deposit payment will be transferred to a new appointment booked within 1 calendar month of the cancelled appointment PROVIDED THAT the client notifies this request at least 5 days prior to their original appointment date.
- Where appointments are rescheduled with less than 5 days' notice, I will make every effort to fill the vacated appointment slot from the waiting list, but if this is not possible you will forfeit the original deposit payment.
- Requests to reschedule must be provided in writing and acknowledged by me.
- I reserve the right to refuse appointments in the event of 2+ reschedules by the client (regardless of notice given). This applies to initial consultation appointments (which may result in forfeit of deposit as detailed above) and to follow-up visits / training sessions.

**Consultations**

- Prior to a home visit I may make requests regarding confinement or restraint of the animal for safety reasons. Failure to comply with these requirements may result in the termination of the session, with loss of deposit.
- The client should allow up to three hours for a behaviour consultation. All adult family members should be present throughout the session if possible.
- Every effort is made to ensure safety of clients and dogs during consultations. By making a booking you agree to indemnify Lucy Bingley for all personal injury and damage to property owned by you while attending the consultation. All parties attending the consultation are aware that they do so at their own risk. Children must be under the supervision of a responsible adult.
- In some cases it may become apparent during the consultation that it is necessary to refer a client back to their vet, or onward to another specialist, before behaviour therapy can take place. In such cases the full fee for the consultation is payable.

## **Reports and Handouts**

- Written reports and emailed advice are for the personal use of the client, and relate only to the named animal(s).
- Training handouts and leaflets remain the copyright of Lucy Bingley and may not be shared without permission.

## **Training and handling equipment**

- The following items are not permitted in consultations under any circumstances:
  - Choke chains
  - Electronic training collars, including anti-bark/citronella or “invisible fence” collars
  - Any device that causes discomfort or fear to the dog
  - Prong or pinch collars
  - Any equipment that the behaviour counsellor deems unacceptable
- The use of physical force and punishment-based training techniques are not permitted in consultations.

## **Follow-up**

- A written report and behaviour modification programme will be emailed/ posted to the client in the days following the consult.
- Follow-up is essential, and regular updates and discussions improve outcomes. **The client undertakes to contact the behaviour counsellor with updates at least twice in the first month following their behaviour consultation.**
- Where a second visit is included in the fee, this must be booked within 3 months of the initial consultation.
- Optional additional sessions are available and may be recommended for your case. These may be included as part of your pre-arranged and pre-paid package, or are subject to an additional fee payable at each session.
- Email/phone support is included in the fee and remains available for the original behaviour problem for 6 months after the initial consultation visit. Any new behaviour problem may require another behaviour consultation and incur additional fees.

## **Photographs and video**

- Photographs or videos may occasionally be taken during a behaviour consultation for research or educational purposes, or in order to confidentially seek another professional opinion. Such files will be kept confidentially and securely, and only shared with the clients’ explicit prior agreement.

## **Confidentiality**

- The client accepts that their case may be discussed with the referring vet.
- No information about behaviour consultations will be shared other than with the referring vet, unless with the client’s explicit permission, except where there is evidence to warrant concern about the safety or interests of clients or others who may be threatened by the clients’ behaviour, in which case I may inform appropriate third parties without prior consent.
- All reasonable steps shall be taken to preserve the confidentiality of information acquired through my professional practice, and to protect the privacy of those about whom information is collected or held.

## **Complaints**

The Association of Pet Behaviour Counsellors has a procedure for dealing with complaints against a member: details can be found at <https://www.apbc.org.uk/code-of-conduct-and-complaints-procedure/>