

### **Fees**

- Price agreed at time of booking applies.
- The full fee must be paid on booking by cash, cheque or bank transfer via the booking system.

### **Cancellations/reschedules**

- Pre-paid sessions are fully refundable if a client cancels more than 7 days in advance. Cancellations with less than 7 days notice will not be refunded.
- The fee for a cancelled appointment can be offset against a rescheduled appointment if more than 48 hours notice is given. If less than 48 hours notice of postponement/rescheduling is given, the fee is forfeited.
- I reserve the right to refuse appointments and to forfeit fees in the event of 2+ reschedules by the client.

### **Banned breeds**

- If your dog is an XL Bully or a member of another breed banned under the Dangerous Dogs Act, please contact me prior to booking sessions as special terms may apply.

### **Training and handling equipment**

- The following items are not permitted in training sessions or consultations under any circumstances:
  - Choke chains
  - Electronic training collars, including anti-bark/citronella or “invisible fence” collars
  - Any other device that causes discomfort, pain 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 is not permitted in training sessions.

### **Handouts**

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

### **Safety**

- For one-to-one training sessions held at my premises, for safety reasons please keep dogs in your vehicle until advised otherwise.
- Every effort is made to ensure safety of clients and dogs during training sessions. By making a booking you agree to indemnify Lucy Bingley for all personal injury and damage to property owned by you while attending the session. You agree to make all parties attending the session aware that they do so at their own risk. Children must be under the supervision of a responsible adult.

### **Photographs and video**

- Photographs or videos may be taken during training sessions for advertising, publicity or educational purposes. Unless otherwise stated by clients, consent for the use and sharing of these files is implied.

### **Confidentiality**

- No information about clients will be shared 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/>