

Terms and Conditions for Fundog Behaviour and Training

1. Introduction

Welcome to **Fundog Behaviour and Training**. By using our services, you agree to the following terms and conditions. Please read these terms carefully before engaging with our services.

2. Services Offered

Fundog Behaviour and Training provides professional dog training and behavioural services. These include but are not limited to:

- One-on-one dog training sessions
- Group training classes
- Behavioural consultations
- Puppy training
- Advanced training

The training sessions are tailored to each dog and their guardian, aiming to provide the best possible guidance to achieve a relationship built on trust and fun. Training outcomes are achieved using positive, reward based methods, ensuring the welfare and well being of your dog at all times.

Behaviour services:

A single session includes a two hour home or zoom visit plus a written report to yourself and your vet. It also includes vet liaison. E-mail and phone support is available for 4 weeks after the initial session. Further support will require payment for a second consultation.

Behaviour packages are tailored to your dog's individual needs and will be decided once an assessment has taken place.

3. Payment Terms

- Payment is required at least 3 days prior to any session or consultation, unless agreed otherwise in writing.
- We accept payment via bank transfers. **Account details: Lloyds TSB, Miss Jocelyn C Lander, Account Number 66400768, Sort code 30 91 99**
- The completed questionnaire and any veterinary referral forms are also required prior to the session.
- Prices are subject to change, but any changes will not affect services that have already been paid for.

4. Insurance Claims

- If you wish to claim for behavioural services through your pet insurance, it is your responsibility to contact your insurance provider prior to booking any services with Fundog Behaviour and Training.
- Any claims for behavioural services must be pre-approved by your insurance provider before the services commence.
- Fundog Behaviour and Training will not be responsible for any non-payment or refusal of claims by your insurance company, regardless of the reasoning behind the decision.
- It is advised that you verify with your insurance provider whether dog training and behavioural services are covered under your policy before proceeding with any bookings.

5. Cancellation and Refund Policy

- **Cancellations:** Clients must provide at least 48 hours' notice to cancel or reschedule a session. Failure to do so may result in a forfeited session with no refund.
- **Refunds:** Refunds will only be given under exceptional circumstances, such as if the service cannot be provided due to trainer unavailability. For services that have already been rendered (such as partially completed training programs), no refund will be issued.
- In the event of the dog's health or behavioural condition making it unsafe or inappropriate to continue training, we reserve the right to terminate services and offer a prorated refund.

6. Liabilities

- While we take all reasonable precautions to ensure the safety of your dog, you acknowledge that training involves some risk to both the dog and the trainer. Fundog Behaviour and Training will not be held liable for any injuries or accidents that occur during training sessions.
- The owner is responsible for the health, wellbeing, and behaviour of their dog at all times, including providing necessary vaccinations and ensuring the dog does not pose a threat to others.
- Clients are advised to inform the trainer of any behavioural issues, medical conditions, or special needs prior to starting the program.

7. Warranties

- Training results may vary depending on the dog's particular behaviour struggle, their temperament, the owner's consistency, and many other external factors. We cannot guarantee specific behavioural changes or outcomes.
- Fundog Behaviour and Training offers advice and training based on up-to-date science based methods and professional experience.

• 8. Dog Health and Safety

- Dogs showing signs of illness (such as coughing, vomiting, diarrhoea, etc.) should not attend training sessions until they have fully recovered.
- The trainer reserves the right to end a training session if she feels the environmental conditions are detrimental to your dog's health. The same applies to any observable issues with pain or illness.

9. Privacy Policy

- Fundog Behaviour and Training respects your privacy. We collect and store personal information (such as names, contact details, and dog information) solely for the purpose of providing services.
- We do not share your information with third parties unless required by law or with your explicit consent.
- You have the right to request access to or deletion of your personal information at any time.

10. Dispute Resolution

- In the event of any dispute or disagreement, both parties agree to attempt to resolve the matter amicably through negotiation.
- If the issue cannot be resolved through negotiation, the dispute will be handled through mediation. Legal action will only be considered as a last resort.

11. Changes to Terms

- Fundog Behaviour and Training reserves the right to update or modify these terms and conditions at any time. We will notify clients of any significant changes, and continued use of our services constitutes acceptance of the new terms.

12. Contact Us

If you have any questions regarding these terms and conditions, please contact us at:

- **Email:** fundog.training@icloud.com
- **Phone:** 07717175824