**Terms and Conditions**

All bookings confirmed or pending are subject to JGbehaviour Dog Training and Behaviour’s Terms and conditions. Full payment constitutes as an acceptance of these terms and your continued use of the services confirms your acceptance of the terms in force each time you use our service.

**Payments, Cancellations and Refund Policy**

Full payment is required upon booking with us. An invoice will be sent upon booking and payment must be made by the due date or you may lose your session / slot. You will receive a receipt via email of confirmation of payment. Payment can be made via card payment or Paypal prior to your first session. If you wish to discuss other payment options such as cash on the day, please contact us directly to discuss this and we will make this arrangement.

If you are unable to make an appointment, please let us know as soon as possible. In the event of the client cancelling the services, the client agrees to pay the service provider in full if cancellation occurs less than 48 hours. Refunds cannot be given after your training programme has started, except in exceptional circumstances, as decided by JGBehaviour on a case-by-case basis. In very exceptional circumstances, JGBehaviour reserves the right to change an appointment at any time with immediate effect. Where we have had to cancel an appointment and a re-arrangement has not been possible, we will refund the cost of that session.

*Puppy Classes* - Please note that from your start date you must attend consecutive classes unless the trainer makes changes. If you do not or cannot participate in a class on the course, no compensation will be provided.

**Service Policy**

Upon purchase of our service you are accepting that these sessions must be taken within a certain time frame. Your dog’s behaviour can change in a few months and JGBehaviour may require a reassessment of your pet if we have not seen you within a certain time frame.

*Puppy Packages* – These are to be taken within 4 months of purchasing your sessions. If these are not taken within this time JGBehaviour has the right to refuse the session if we feel that we need to reassess your dog via an Initial assessment. We require regular commitment during our puppy sessions. These sessions are not for behavioural issues (e.g. aggression, reactivity, fear etc.) as this would require a Behaviour Consultation.

*Adult Training* – Adult training requires an Initial assessment to start your training programme. If we have not seen you for any follow up sessions within a 3-month period after your Initial assessment and the owner requests a follow up, JGBehaviour will need to reassess your pet, therefore you would require another Initial assessment from us.

*Behaviour Consultations* – A Behaviour Consultation consists of an Initial assessment. Follow ups are included in our packages and must be taken within the follow up period stated on the package on our website. If these are not taken within this period, JGBehaviour has the right to refuse the session and advice that you need a reassessment. If you are having regular sessions from us during

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your follow up period and you continue sessions after this, we will not require a reassessment as we have maintained training and contact with you.

*Separation Anxiety Packages* – Support and sessions are based on the programme chosen, but all sessions must be taken in the time frame stated. JGBehaviour can amend this to 1-2 weeks over the period of your package if sessions had to be rescheduled for any emergency reason and this will be decided on a case-by-case basis.

**During Sessions**

Participation in training and behavioural services is at the owner's risk; however, we do take precautions to minimise risk. JGBehaviour cannot accept responsibility for loss, injury, or damage to person(s), dog(s) or property. Owners are responsible for any vet bills, no matter how they incurred, however safety is our utmost priority in ensuring such an event will not occur in the first place.

If sessions take place in public areas, owners are expected to clean up after their dogs. All dogs must be kept under control and on lead in public areas (unless otherwise instructed by JGBehaviour) and this is the owners responsibility.

By agreeing to the Terms and Conditions, you give JGBehaviour permission to publish pictures or videos of you and your dog for our advertising purposes (we will ask you before doing this). You release all claims against JGBehaviour with respect to privacy rights, publicity rights, copyright ownership and publication, including any claim for compensation related to use of the materials. If you do not wish for you or your dog's image to be used, please inform your trainer/behaviourist.

**Covid -19 Terms**

If you have any symptoms please make us aware as the session will not be able to commence. Sessions can be done online if you are in isolation and we will assess this on if you’re working on indoor or outdoor training. If we advise online these MUST be taken online unless of course you are unwell and cannot undertake the session. If we are to go into lockdown or have further restrictions for indoor work, then sessions WILL be moved online and we cannot refund or reschedule these. The only exception is if you are working on things outdoors and we are not allowed to meet outdoors, along with if we feel it would be best to wait then we can make this decision to postpone. If we felt you would not benefit from online training we would not advice this but online works perfectly fine and we’ve been working online for many clients for many months around the UK!

**Please Sign and Date to accept our terms and Conditions.**

**Name:**

**Sign:**

**Date:**