



Writtle University College - Pet Behaviour Clinic

Terms and Conditions

By embarking on a programme with the Writtle University College Pet Behaviour Clinic, you enter into a legally binding contract and agree to the following terms and conditions.

Medical History

You will provide full access to the animal's veterinary history via veterinary referral. This maintains the safety of pets by ensuring that any contributing medical factors are taken into account during behavioural therapy. This will not usually be requested for training programmes unless we have concerns about your animal's health or need to transfer to a behaviour programme.

You give the Pet Behaviour Clinic permission to discuss your case with the referring vet where needed.

Safety and Equipment

You, as the owner, remain solely responsible for your pet and its actions at all times. If at any time you feel it is unsuitable or unsafe to follow the advice given to you, then please use your judgement in that situation at that time to maintain the safety of yourself and those around you. If this occurs, please contact the Behaviour Clinic as soon as possible to discuss. By registering for our services, you agree to assume full legal, moral, and financial responsibility for your pet

Any toys, treats and/or equipment mentioned in our sessions are suggestions only. Please ensure anything you choose is safe and appropriate for your pet. Toys and equipment should be checked regularly for damage, and new foods should be introduced gradually.

Working with animals always carries a risk of accidental injury to both the people and animals involved. Whilst every effort is made to minimise these risks by booking a session you accept the associated risks and agree to indemnify the Behaviour Clinic for any personal injury or damage to property. Any person(s) accompanying you to sessions must agree to do so at their own risk.

Training and Client Responsibility

The Behaviour Clinic uses modern methods of reward-based training that utilises toys, treats, and praise. Harsh training methods that cause fear or pain are not supported by us and are outdated. As such, we do not condone using aversive training equipment such as choke chains, prong collars, citronella sprays and similar.

Training and behaviour modification requires consistency, clarity and patience. For the duration of your programme with us, you agree that you will not work with other trainers/behaviourists or implement any

other advice without first discussing and agreeing this with us. Conflicting information and advice leads to confusion and a lack of results.

We endeavor to support participants towards their goals throughout the programme. However, due to the nature of this work we cannot be held responsible if you do not fully meet your goals in respect of your pet's behaviour. Whilst we will give you the tools you need and provide coaching and support throughout the programme, we cannot do the work for you, and it is your responsibility to implement the training and carry out the homework tasks assigned.

You will adhere to the programme guidelines and the advice provided and will inform the Behaviour Clinic if there are aspects you are struggling to follow so that we can find a workable solution together.

Confidentiality

As part of your programme you may have access to a support group such as a FaceBook page. We insist that you respect the privacy of fellow participants and do not share any personal or confidential information about other members to anyone outside of the group.

Privacy and GDPR

The Behaviour Clinic is part of the teaching facilities at Writtle University College, with students observing or assisting in sessions. CCTV is in operation to record training and behaviour sessions for educational purposes. Video recordings and personal information are accessible to selected staff and students of the institution. Access will also be given to external professionals involved in the provision of services to you i.e. trainers and behaviourists not employed by Writtle University College, who are providing services to you via the Behaviour Clinic. Recordings and personal information will not be made publicly available and are not used for any purposes other than education. Recordings and personal information will routinely be kept for a period of 10 years to allow for ongoing support of you and your pet in the provision of training and behavioural services and the education of students. Recordings may be kept longer if they are of extraordinary teaching value, for example behaviours or events that are rarely seen.

You have the right to request deletion of any recordings or other personal information pertaining to you and your pet. Writtle University College is committed to ensuring the security and protection of the personal information that we process, and to provide a compliant and consistent approach to data protection. If you have any questions related to our GDPR compliance, please contact our Data Protection Officer: Mike.coe@writtle.ac.uk.

Payment and Cancellations

You will pay the programme fee up front, prior to booking. Longer packages may be eligible for payment by instalments as determined at the introductory call. In this case a non-refundable 50% deposit is required to confirm your place on the programme and the balance must be settled no later than halfway through your course.

All sessions will be pre-booked at the start of your programme. We will try to accommodate rescheduling of sessions where our diary allows but please be aware that this might not always be possible, and we are not obligated to do so. All sessions must be used within the specified time and cannot be carried over if sessions are missed or cancelled. Homework must be submitted prior to the session in order for it to take place.

Refunds are not available for monies already paid.

Agreement

By entering into this working relationship you agree that the Behaviour Clinic may, at its sole discretion, terminate your right to participate in the programme if you fail to adhere to the guidelines, fail to attend your sessions and provide updates as required or your behaviour impairs the ability of fellow members to participate in the programme and/or breaches their confidentiality or that of the Behaviour Clinic or any breach of the Terms and Conditions herein.

I have read and agree to the Terms and Conditions laid out by the Pet Behaviour Clinic.

Please select to indicate you have read and agree to the following:

I understand that dog training/behaviour modification is an activity where accidental damage or injury can occur to people, animals, and property.

I hereby agree to indemnify the Behaviour Clinic and all associates from any and all liability for injury or damage that I, my pet, or guests may suffer whilst participating in training/behaviour modification.

I agree to assume responsibility for any injury or damage to property caused by myself, my guests, or my pet.

I agree for photographs and video recordings of any session I attend to be used for the purposes of marketing, teaching and ongoing training by Writtle University College and any professional associates involved in the delivery of training/behaviour services.

Signed

Print Name

Date