

TERMS & CONDITIONS

Nutrition Packages

Welcome to Holistic Pet Services! We're excited to help you and your dog start seeing positive change and move towards a happier, healthier life together. This agreement outlines what you can expect from us and what we need from you to ensure a successful journey.

What we promise to offer:

- 1. Expert help:** You'll work with a fully qualified canine nutritionist who will guide you and your dog. Where recipes are offered, you understand that any analysis of the constituent components is calculated, and cannot be guaranteed.
- 2. Structured Sessions:** We'll create a personalised plan for your dog, which will include an assessment session, formulation of up to three recipes (unless agreed otherwise in writing), and a progress review.
- 3. Ongoing Communication:** You'll have access to ongoing remote support throughout the programme, which can be accessed via WhatsApp, phone and/or email. This service is offered during the working hours of Tuesday to Saturday, 10am to 6pm, and excludes times of annual leave. We aim to reply to all communications within 2 business days, but in busy periods this may take a little longer.
- 4. Privacy:** We'll keep your information safe and follow GDPR regulations.
- 5. Rescheduling:** Very occasionally, appointments may need to be rescheduled. If we believe this delay may harm your dog's progress, we'll recommend another professional and refund you the relevant amount.

What we expect from you:

- 1. Payments:** Make all payments on time. Delayed payments may disrupt the service you receive.
- 2. Attendance:** Be on time for scheduled sessions or cancel with at least 72 hours' notice. Unused sessions, or sessions cancelled within 72 hours, may be forfeited.
- 3. Respectful Behaviour:** Treat everyone with kindness and compassion. Any attempts at violence or intimidation may result in the cessation of our service.
- 4. Open Communication:** If you have any concerns about this service, please discuss them with us. This includes if you have reservations over implementing any of the advice.
- 5. Veterinary Advice:** We are not veterinarians and cannot offer you veterinary advice. If you have medical concerns about your dog, please contact your veterinary team.
- 6. Transparency:** Be honest with us about your dog and their diet. If you feel there has been an oversight or any advice may not be safe to implement, please discuss this with your nutritionist as soon as possible.

Refunds:

Refunds are not available for this package, except in the case of exceptional circumstances at the discretion of Holistic Pet Services.

Time Constraints:

All sessions must be used within 3 calendar months. Any session not used within this timeframe may be forfeited, unless you have prior written consent from Holistic Pet Services to extend your package.

Important Legal Stuff:

1. This agreement is the complete picture and supersedes any prior communications, written or verbal.
2. If any part of this agreement is found unenforceable, the rest will remain valid.
3. These terms and conditions follow the laws of England, UK.
4. We may update these terms and conditions at any time without notice.
5. Our program materials are provided "as is" and we are not liable for any damages arising from their use.
6. These materials may contain errors: we do our best to keep them updated and accurate, but cannot guarantee this.
7. We may use photos and videos of your dog for educational and marketing materials, such as workshops and social media. If you'd prefer to opt out of this, please email us at info@holisticpetservices.co.uk to let us know.

Waiver:

Whilst uncommon, altering a dog's diet may carry risks for you and your dog, including, but not limited to, gastrointestinal disturbances, loose stool, and pathogenic infection arising from uncooked meat. By signing this document, you are confirming you have read, understood, and agree to these risks. You are also agreeing to inform us of any additional hazards that may be present for you and your dog, such as immunocompromised individuals in the home or the presence of food intolerances, and to hold us harmless for any liability caused by any recommended dietary changes.

By signing, or by ticking the relevant box when purchasing your programme, you acknowledge you've read and understood this agreement and agree to be bound by its terms.

Signed by Holistic Pet Services:

Printed Name: Alyssa Ralph

Role: Clinical Animal Behaviourist & Canine Nutritionist

Date: 13th December 2024

Signature: 

Signed by The Client:

Printed Name:

Date:

Signature: