

## TERMS & CONDITIONS

### Deep Dive Package

**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 Clinical Animal Behaviourist who will guide you and your dog. Other professionals, including an Animal Training Instructor and a Functional Movement Assessor may also collaborate with you and your Behaviourist throughout this programme.
- 2. Structured Sessions:** We'll create a personalised treatment plan for you and your dog, which will include an assessment and an implementation session. Further progress reviews and focused modules are available at an extra cost.
- 3. Online Support:** You'll have access to "Barky Dog Squad", our online membership for reactive and aggressive dogs, including learning materials and an online community, for the duration of the programme.
- 4. Ongoing Communication:** You can ask up to 3 urgent questions per week, for the duration of your programme, via Whatsapp, phone or email. These messages should start with "urgent question:" or have this in the subject line. This service is offered during the working hours of Monday to Friday, 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. Whilst you are welcome to send videos, written updates, and other questions as often as you choose, we cannot guarantee these will be replied to ahead of your next session.
- 5. Privacy:** We'll keep your information safe and follow GDPR regulations.
- 6. 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. Follow Advice:** You'll be expected to follow the advice from your Behaviourist and implement any recommended changes. Not doing so may negatively impact your progress or result in injury.
- 3. Homework:** You'll be expected to complete any homework assigned to you. This may include, but is not limited to, watching video tutorials and webinars, completing worksheets, implementing recommended activities with your dog, and recording your dog.
- 4. 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.

**5. Safe Training:** We strictly prohibit the use of aversive tools, including shock collars, prong collars, sprays, and rattle cans.

**6. Respectful Behaviour:** Treat everyone with kindness and compassion. Any attempts at violence or intimidation may result in the cessation of our service.

**7. Confidentiality:** Never share our teaching materials, or those of our partners, without our prior written consent. This includes, but is not limited to, the 'Barky Dog Roadmap', video teachings, worksheets, and handouts.

**8. 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.

**9. 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.

**10. Transparency:** Be honest with us about your dog's behaviour. If you feel there has been an oversight or any advice may not be safe to implement, please discuss this with your Behaviourist 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:**

Whilst it is recommended to take the four sessions on a weekly basis, this may occasionally not be possible. In this case, all sessions must be taken within two calendar months from the first assessment session, unless you have written consent to extend your package from Holistic Pet Services.

#### **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](mailto:info@holisticpetservices.co.uk) to let us know.

**Waiver:**

Dog training involves risks for you, your family, guests, and your dog. A separate "Risk Assessment" details these risks. 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 in your training environment, and to hold us harmless for any liability caused by your actions or your dog's behaviour during training.


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: