

TERMS & CONDITIONS

Training 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.

These Terms & Conditions apply to any training package/programme or individual training session or training service purchased. Other Terms & Conditions documents are available for other services provided.

What you can expect from Holistic Pet Services:

Professional Help & Advice: We will provide you with ethical, compassionate, science-based training advice and guidance to help with a range of dog training problems.

Structured Sessions: We will work with you to create a training plan for you and your dog which is manageable and appropriate. Where it is our belief that it is necessary or useful, or upon agreement between you (the client) and ourselves, we will also provide you with additional materials such as written summaries, training plans, videos, or links to additional resources.

Ongoing Communication: You are welcome to keep in touch between sessions via text message, WhatsApp, email or phone if you have questions, concerns or wish to share updates on your training progress. Our business hours are 10am-6pm Monday to Friday, excluding periods of annual leave, bank holidays and national holidays. We aim to respond to all communications within two working days, although during busy times this may take longer. We may also contact you to check in on your progress or to confirm details of upcoming sessions.

Referrals: Where we believe that any issue or training goal is beyond either our expertise or capacity to help you with we will refer to you another professional who is more suited to assist. This may include, but is not limited to, behavioural problems such as aggression, separation anxiety, resource guarding, significant reactivity and any incidents involving bites or near-misses. It may also include specific types of training activities which we feel go beyond what we can offer, such as canine sports. Such referrals may be in-house, such as being referred from our trainer to our behaviourist or vice-versa, or external, such as being referred to another trainer, behavioural professional or medical professional.

Code of Ethics: We adhere to the code of ethics as laid out by the Animal Behaviour & Training Council (ABTC). We only train using compassionate and ethical training techniques, backed by current scientific research and understanding of animal learning and behaviour. We will never use harsh training methods or equipment that is designed to cause pain, fear or discomfort, and they are not allowed to be used in any of our training sessions. We understand though that clients may have used these before, and we are always happy to discuss alternative methods if someone wishes to work with us.

Privacy: We will keep your information safe and follow all GDPR regulations.

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Rescheduling: Very occasionally sessions may need to be rescheduled. This is unlikely to negatively impact your dog's training progress, however in any circumstance where we are in agreement that it may do so we will recommend another professional trainer and refund you the relevant amount.

What Holistic Pet Services expects from you:

Payments: All payments must be made on time, at a minimum of 48 hours before the start of the session, or before the start of the first session in any training package.

Follow Advice: In order for your training to be successful you are expected to follow the advice and training plans you are given to the best of your ability. In any situation where you feel like you are not able to follow the advice you are given, you must discuss this with Holistic Pet Services so that your training plan can be altered accordingly.

Homework: Our training sessions together are to help build an enjoyable and manageable training plan, for us to demonstrate techniques and concepts, and provide as much guidance as possible for you, the client. Whilst we may see progress with your dog during our sessions together, dog training takes time, consistency and repetition - as such, you will see the greatest benefit if you complete any homework you are given, and follow recommendations in your training plan.

Cancellations & Rescheduling: You must be available for the sessions you have booked, or cancel/rearrange them with a minimum of 48 hours notice. No refunds will be given for sessions which are cancelled with less than 48 hours notice.

Ethical Training: Holistic Pet Services strictly prohibits the use of aversive tools, including but not limited to: shock collars, prong collars, sprays, rattle cans, choke chains, slip leads and slip collars. Holistic Pet Services also prohibits aversive training techniques, including but not limited to: shouting at, hitting, pulling, pinching or squeezing.

Respectful Behaviour: Treat everyone with kindness and compassion. Any attempts at violence, coercion or intimidation may result in the termination of our service.

Confidentiality: Do not share any of the teaching materials, videos, photographs, training plans or other documents that are given to you without express permission from Holistic Pet Services.

Transparency & Communication: If you have any concerns about the training sessions, training plans, or any other aspect of the service please discuss them with Holistic Pet Services. You must also be honest about your dog's behaviour, especially in regards to any behaviours which may pose a risk, however mild, to the health and safety of your trainer, yourself as the client, any other members of your household or members of the public (inclusive of dogs and other animals).

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

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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:

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 completing the New Client Form and ticking the relevant box when purchasing your service, or by attending sessions with us, 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: 