

Schedule – Online services Karen Wild CCAB

1. Use of the Zoom/Teams and Microsoft Teams web-conferencing platform to access mentoring/supervision, pet training and behaviour (“the online services”)

We offer the online services online as a standard service to which you agree, and also as an alternative that you can choose when you and/or the handler cannot attend a training session in-person for any reason.

By commencing online sessions you accept fully that there may be limitations that may relate to a remote consultation method and you agree to these.

We use technology which allows us to provide the online services provided that you have the appropriate technology (see below) to receive the online services. For this purpose, we use the Zoom/Teams or Microsoft Teams cloud-based web conferencing platform (“Zoom/Teams” “Teams”)

2. The technology that we will be responsible for providing

We will subscribe to Zoom/Teams/Teams and will pay any necessary fees to Zoom/Teams/Teams to maintain that subscription. It will enable us to act as “host” and to provide the online services to you over the internet via the Zoom/Teams/Teams facility.

To receive or participate in any of the online services via Zoom/Teams/Teams, you will need to join an online session which is within the scope of your online services. you will not need to pay any fee or charge to use the Zoom/Teams facility or join that session: you will only need to pay for the online services made available by your online services.

We do not provide any PC, laptop, tablet, mobile phone or other hardware (“Device”) or any Zoom/Teams App or other software for use on or with any Devices, nor any internet connection or service or other equipment or facilities necessary to enable you to use Zoom/Teams.

3. The technology and other items that you will be responsible for providing

It will be your sole responsibility to ensure that you have access to, and familiarity with all necessary technology so that you can receive and participate in the online services via Zoom/Teams.

You will need to ensure that you have access to and use the following non-exhaustive list of facilities for this purpose:

- (a) An appropriate functioning Device which is adequately charged;
- (b) An up to date Zoom/Teams App where applicable. It will need to be downloaded to your Device, and installed and working fully and correctly on your Device, so that you can receive the online services;
- (c) Stable, reliable, internet access with adequate speed;
- (d) A location with a suitable environment for you (and your pet, where suitable and safe) in which to watch, listen, speak where appropriate, make notes, and otherwise to participate as necessary, without the presence of any other person to distract you or the handler;
- (e) Where the Device on its own does not provide an adequate microphone and/or loudspeakers for the purpose of the online services, external microphone and/or speakers as reasonably necessary; and
- (f) A camera facility that is part of or connected to the Device which is adequate for the purpose of the handler being able to remotely view or examine your pet with your assistance.

We are not a party to your download and use of that platform, and we will have no responsibility or liability to you in relation to it in any respect. It will be subject to and governed by such terms and conditions and privacy policy of as the third party provider of the platform to you imposes on such download and use.

4. Scope of what we make available to access

We do not, and cannot, assist you to obtain, set up, maintain, or operate any technology. If you need any assistance or advice about technology, you should seek it from an appropriate third party. We do not, and cannot, give you any advice about what technology is needed or how to use it.

We do not claim to have any expertise or skill in relation to any technology that you need or use for the purpose of receiving the online services. However, we may, if you request it, either before or during any session of the online services, and without charge, offer suggestions in good faith to resolve any problem with that technology that you report, but it will not be in the nature of advice to you. we do not therefore

take on any responsibility or accept any liability to you if any such suggestion does not help you to resolve any problem or if by following any such suggestion

We will not be responsible or liable to you if you are unable to access any of the online services due to any failure or delay in performing our obligations under the Contract resulting from any cause beyond our reasonable control. In any such case, you will remain liable to pay for the online services that we have made available for you. Such causes beyond our reasonable control may include (but are not limited to):

- (a) Where you are unable to resolve any technology problem (whether or not you have asked us for or we have offered any suggestions as to how to resolve the problem); or
- (b) Any slow speed, instability, temporary or other breakdown, unavailability or inadequacy of, or defect in, your internet service or any other equipment or service (e.g. telecommunications, computing, audio or visual) that you use or rely on; or
- (c) Failure of or defect in the Zoom/Teams platform used by us or you to make the online services available to you; or
- (d) your inability to access the online services due to failure of or defects in links, website etc.

5. Your privacy and security on each occasion when the online services are accessed

- (a) Note that all consultation sessions that you purchase including follow-up sessions will be accessible only to you as individual private two-way live interactive consultation sessions. Sessions are recorded with video and audio and are securely stored off-line for up to 36 months after which they will be deleted. By attending you are giving consent for this.
- (b) We do not give consent in any form for you to record these sessions yourself via any means.
- (c) Should you give consent for your sessions to be used by us for educational and training purposes (via a separate consent agreement), these may be viewed using a private link directly by third parties who are under a strict confidentiality agreement and service contract with us. The recordings are not shared by them or stored by them in any other manner. Access is not permitted to anyone who is not under these terms of agreement. Your personal data is removed as far as is reasonably possible.

6. Health and Safety

You acknowledge and agree that when you purchase online services and at least 48 hours before you participate in any session:

- (a) to tell us of any special requirement, problem or condition relating to you or your pet of which you are aware which might be relevant to you participating in, or how you participate in, that session; and
- (b) to tell us of any special requirement, problem or condition relating to you or your pet of which you are aware which might be relevant to you participating in, or how you participate in, that session. We will discuss with you any such matter that you tell us, and inform you if we decide not to accept your order for online services because of the particular requirement, problem or condition in question. If we do accept your order, you must act in accordance with any instructions provided by us relating to the matter.

9. Trainers/Behaviourists/Supervisor/Mentor

Please note that in some circumstances we may need to assign a substitute trainer/behaviourist/supervisor/mentor to an online session.

- (a) We will endeavour to advise you of this as soon as possible. Your statutory and agreed right to cancel remains unaffected.
- (b) We will in our discretion decide which person to assign to each session. Where online services comprise more than one session, we will ensure as far as we are reasonably able to do so, that we assign the same trainer to those sessions, and will in any event try to minimize changes of handler from one session to the next in relation to each online services.
- (c) In any event, the trainer who we assign to any session will be appropriately qualified and/or experienced at the appropriate level for that session and will be competent to conduct that session.

10. Scope of Our online services

Online services offered: We offer online consultations to owners of pets and others responsible for care of pets. Our consultations aim to provide advice and information about pet training, behaviour, welfare and care. These are detailed on our current pricing/times offered which we will send to you. You agree to this

method of consultation by confirming an appointment and accept these terms in full including accepting and agreeing to any possible limitations that may be relevant to an online or remote service.

Online mentoring and supervision: We offer mentoring/supervision (please see specific service agreement) to mentees within the pet behaviour industry. Supervision consultations and mentoring aims to provide advice and information about working within this sector and providing case support and supervision. These are detailed on our current pricing/times offered which we will send to you.

Online group classes or one to one training and advice sessions: Our online service for group classes takes place in blocks, with a timed session with pricing and times/dates as advertised. Missed sessions will not be compensated. For one to one training/advice, this is agreed as single sessions. You will be expected to find a suitable location with sufficient space and safe surroundings so that you may not trip or slip during the sessions.

Online training/behaviour consultation: Our Full behaviour consultation online services take place over an agreed time period. During this period you can contact us freely by email for additional advice and support. We will endeavour to respond to any contact within five working days. Costs and prices are as agreed at the time. For practical work, you will be expected to find a suitable location with sufficient space and safe surroundings so that you may not trip or slip during the sessions. By commencing online sessions you accept fully that there may be limitations that may relate to a remote consultation method and you agree to these.

Emergency behaviour consultation: 'Emergency' behaviour sessions do not provide ongoing advice/support. They are intended to help you identify and provide guidance to deal with immediate risk. You are expected to book a full behaviour consultation after an emergency consultation has taken place in order that your pet's treatment be completed thoroughly. Please note our additional restrictions regarding Emergency consultation advice. For practical work, you will be expected to find a suitable location with sufficient space and safe surroundings so that you may not trip or slip during the sessions

The online service training/behaviour consultation: We will provide the online services for you as agreed in our correspondence with you. We may agree other time periods with you when you purchase online services at any additional price.

Pricing: The total cost of the behaviour consultation appointment session will be agreed with you at the time, with payment as follows:

- Non-refundable deposit or full fee at time of booking; and
- Balance payable at the behaviour appointment session.

Agreed additional training can take place at additional cost. Please note no refunds are provided if you decide not to complete the online services for any reason.

You may be able to claim the costs from your pet insurance. If your pet insurance does not cover the costs you are still liable to pay us in full for the online services.

We accept payment by bank transfer or card payment via paypal.

Lateness: We expect you to be ready for a consultation session at least 5 minutes before the scheduled start time of the session to ensure that you are ready to start on time. Should you fail to attend, we will wait for 15 minutes from the start time after which the appointment will be forfeit and you will be charged.

Missing a consultation session: If you are not available for a session for any reason it is solely your responsibility to ensure that you arrange and purchase a substitute session as necessary. You must provide five working days notice in advance of the appointment date for any changes, otherwise this appointment will be forfeit without any refund or replacement.

Information: Items or materials etc.: We may make suggestions as to any videos or other materials or items that we suggest that you might download from our website or that you might purchase or otherwise acquire from us or any third party/ies. We will do so where we think it is necessary or helpful for you to have a copy in connection with the health, welfare or care of your pet. Where such items are available from us by means of download from our website or access from our YouTube channel, your online services will include them at no extra cost.

We make no warranty or representation that any particular result will be brought about as a result of providing you with one or more online consultations.

11. Provision of equipment etc by you at your expense

We are not responsible for obtaining or providing any equipment or other items for you for your pet but we may suggest items to you that we consider you will or might need or find helpful in connection with the training and welfare or care of your pet. If we may consider any such item important, we will advise you that you should obtain it.

Some links sent by us may include affiliate payment, meaning that we may receive a commission should you decide to purchase via that method. You are under no obligation to use that link for purchase, and are free to access any online or in-person retail method should you decide to buy any item or service.

We recommend that you take out a suitable pet or pet health insurance policy to cover your pet. We are able to provide recommendations with regard to pet or pet health insurance policies and we are not affiliated with any pet or pet health insurance provider.

If you are a practitioner under supervision/mentoring, we recommend that you should obtain and maintain suitable insurance including professional indemnity and public liability insurance and by commencing this service you agree not operate beyond your level of competence.