

TERMS AND CONDITIONS For Karen Wild CCAB Pet Behaviour and Training

The following Terms and Conditions, Online/Remote Schedule and Privacy Policy apply to all sessions, advice, courses, online and one-to-one training, equipment and other services relating to and supplied by Karen Wild (also known as Karen Wild CCAB Pet Behaviour and Training *(formerly known as Pawprint Pets, Pawprint Puppy & Dog Training)* of 4 Thetford Avenue, Baston PE6 9PG (referred to forthwith as 'we' or 'us') and the owner/any handler of the pet (referred to as 'you', 'pet' meaning dog(s) and/or cat(s)).

These terms and conditions and the attached Schedule are aimed to protect the rights and welfare of all parties. Please read these terms and conditions and the attached Schedule carefully. Should you have any queries please contact us.

Attendance at any appointment, session, class and seeking of our advice at any juncture signifies your understanding and acceptance of these terms and conditions.

Our agreement with you:

1. Our commitment to your pet.

We aim to provide advice and treatment/training for you to implement with your pet, to assist with the stated issues, where reasonable and within the terms of our agreement with you. We make no warranty or representation that any particular result will be brought about as a consequence of providing you and your pet(s) with one or more consultations, treatment, training sessions and/or advice in any form.

2. Advice on risk:

You are responsible for following all risk prevention advice and making sure others follow all risk prevention advice given. Our commitment to the safety and wellbeing of all is paramount.

3. Your commitment to us and to your pet(s):

You agree that participation in sessions is at your own risk. You are responsible for putting our advice in place, and making sure that others around your pet do the same. This may result in requirements such as further sessions with us, for you to complete diaries or send video monitoring, for you to make changes to routines around the pet(s), for you to undertake regular training sessions with your pet(s), advice to engage with other professionals such as dog walkers/ daycare, to spend more or different amounts of time with your pet(s), providing a different environment for them, enrichment and exercise, keeping them away from specific situations or preventing contact entirely from people, situations, and so on. Whilst we aim to support you in these aims, we do not offer solutions for any household, relationship or other issues arising from your pet's needs as this remains your responsibility.

4. Client consent:

You are free to choose to commence, implement, continue or end following our advice at any time. You will always need to follow legal requirements to do with the welfare, care and control of your pet(s).

5. We will endeavour to take all reasonable care, however, we cannot accept responsibility or liability for the health and safety of the pet, owner or their families beyond reasonable expectation of this duty of care.

6. We accept no responsibility and have no liability for loss, injury or accidents that occur to pet, owner or their families or for any veterinary bills or other costs arising from any incident occurring under reasonable circumstances relating to training, interventions, equipment, food or advice provided by us.

7. Disclosure:

To best help your pet(s) please provide all previous and current details around their needs, learning and health and welfare

- i. **Information forms/Behaviour questionnaire and other forms/screening:** You must complete and return any forms such as behaviour questionnaire and any other screening at least 48h prior to your appointment. Failure to return these may result in cancellation of your session without refund, and is subject to our cancellation policy below.
- ii. **Veterinary referral:** For behaviour intervention we only work on Veterinary referral, where your Vet has completed suitable paperwork confirming their health and/or suitability for behaviour services. Veterinary referral grants us permission to contact your Vet and discuss information where relevant. Veterinary referral is mandatory and you must arrange for it to arrive with us by email or post at least 48h prior to sessions. Failure to obtain a referral in suitable time for any pets requiring our services will result in cancellation of any service or booked session with us, and is subject to our cancellation policy below.
- iii. **Health issues:** All information regarding the pet's health and/or existing medical conditions/ treatment must be disclosed prior to any consultation/session with us. Health issues regarding you, or attendees should also be disclosed to avoid injury and other issues appertaining to the services/ equipment supplied. If you fail to do this we cannot be held responsible or liable for any loss or harm and our service with you may be paused/terminated without notice or refund.
- iv. **Behaviour/legal issues:** You must disclose information regarding behaviour issues or current/ prior legal issues in relation to your pet(s) including any behaviours seen, any criminal or civil proceedings or ongoing pet insurance claims. Pet behaviour disclosure must include for example: signs of or suspected fear, anxiety, aggression including growling, snapping and/or biting, behaviour towards people including visitors, other dogs, other animals and any other factors. Failure to do so could result in serious harm to your pet, you the owner, your instructor or other members of the public and failure to disclose information may result in legal action from ourselves or others. We will not be held liable for any risk if you fail to disclose any such or similar issues to us.
- v. **Previous advice/intervention/involvement from third parties:** You must disclose prior involvement from other training/behaviour/other pet professionals or others whether as a paid service or otherwise. This includes sending us any emails, notes, reports or instructions they may have provided. Your details remain confidential and we would not contact any other third party (other than your pet's Vet) or discuss any information without your express consent.
- vi. **Health:** If your pet is showing signs of ill health (such as vomiting, diarrhoea, coughing) or if you have a female dog in season please advise us as soon as possible as you must not attend any appointment or class if this is the case. This also applies to post-operative recovery periods. Our cancellation policy will apply.
- vii. **Vaccinations/protection:** All pets must be free from other disease and up to date with all vaccinations, worming, flea and tick treatment prior to consultations or classes. It is advisable that your pet is also up to date with their Kennel Cough vaccinations.

viii. **Pain, any suspected or evident discomfort or illness:** We are not Veterinary professionals and cannot provide any medical advice or diagnosis, however we are committed to your pet(s) wellbeing. On this basis, should we suspect that your pet(s) may be experiencing pain, illness, suffering or other discomfort we reserve the right to pause or terminate consultations, treatment plans and other interventions whilst you seek Veterinary advice and support. No refunds are offered should this be the case, but we may be able to pause any support until your pet is fully recovered and if/when your Vet agrees to this continuation. Should you refuse to consult with your Vet regarding any issues of this nature, we reserve the right to terminate our agreement with you without recourse to refund, or may agree to pause it until such confirmation of health is reestablished from a suitable Veterinary source.

Other professional involvement:

8. Veterinary involvement/consent:

Your pet's wellbeing and safety depends on you following medical advice given by your Vet and you agree to advise us of this so that we can take this into consideration when working with your pet. You give consent for us to freely contact your pet(s)' Veterinary surgeon/practice/access records for your pet(s) as part of our support for your pet.

- i. **Sole practitioner:** We work as a sole practitioner in conjunction with your Veterinary surgeon's medical advice and treatment, and/or advice or treatment from paraprofessionals in an unrelated field. Should you choose to engage with another party for behaviour or training advice of any kind during our contracted service, we will consider this an immediate termination of our service without refund. This is for your pet's safety and wellbeing since we will not be able to monitor any interventions if multiple advice sources are being sought and implemented. If we agree to engage with another professional to support your pet, this must be openly discussed and agreed to fully between us, so any advice or treatment does not conflict
- ii. **Other involved parties:** You retain full responsibility for the involvement and actions of anyone that you choose to involve. During sessions, children/under 18's must have at least one adult over 18 supervising at a ratio of 1 adult to 2 children. Children must always be supervised around pets and you should take proper care to ensure that they do NOT attempt to replicate any training or behavioural modification recommendations with your pet. Family members and third parties you choose to involve/participate are your responsibility.
- iii. All involved parties must consent and comply with the advice given, with Health and Safety and risk prevention recommendations advised and to must take proper reasonable care during and after any consultations and during treatment. We accept no liability for the health and safety of those you choose to involve. We cannot become involved in disagreements amongst family or other carers regarding treatment plans for your pet, and advise that other adults involved in the pet(s) care attend sessions to help them understand the best ways to support your pet.

9. Confidentiality and safeguarding:

We maintain the strictest confidence with your details and work under UK GDPR restrictions, however it is our legal duty to report any situation that may compromise you or others' including your pet(s)'

welfare or safety under current UK law. We reserve the right to disclose details that may lead to harm including risk of terrorism or other information we are legally bound to disclose.

10. Methods of training/intervention:

We do not endorse the use of physical or verbal punitive correction, choke chains, prong or shock collars. You agree by undertaking our service that you and/or anyone coming into contact with your pet will not use these methods. If you or others use such and similar methods, your contract with us will end immediately as a result of your actions, without any recourse to refund. Any health or welfare issues found to be of legal concern will be reported to the relevant government authority and/or RSPCA inspector and/or local Police where appropriate.

11. Legal advice:

You are advised to contact your own legal counsel for advice. We do not provide legal advice in any form.

12. Safety

You agree that participation in all sessions and with all advice is at your own risk. You remain fully responsible for the behaviour of your pet(s).

13. Behaviour expectations:

We and others have the right to feel safe and to not be put at risk during all contact with you. You and any others you choose to involve remain responsible for conducting themselves in a safe, calm and reasonable manner when in contact with us. We reserve the right to terminate this contract of agreement without notice or refund should circumstances arise by which a client or associates behave abusively or display inappropriate, aggressive or criminal behaviour during consultation or via any other communication such as email, telephone or messaging etc. We take legal action against any clients or other parties using threatening, aggressive or harassing behaviours.

14. Pet(s) behaviour expectations:

You will not allow your pet(s) to put any third parties at risk from harm. This includes us as practitioners. Failure to keep your pet(s) safely under control will terminate this contract of agreement without notice or refund. We take legal action against any clients who allow their pet(s) to injure, harm or put us or others at risk.

15. Control and care of your pet(s):

You agree to keep your pet, and others around them, safe from risk of harm or stress. Failure to do so may lead to termination of our contract without notice or refund. We may take legal action if these conditions are not adhered to.

16. Contact and communication:

- i. **Methods of communication:** We operate via contact methods specified upon booking, including pre-arranged face to face appointment, online appointment, telephone appointment, post and email. As part of our commitment to confidentiality and client information safety, we do not respond to voicemail, text messages or social media messages other than to ask for email contact. Video footage can be sent via our WhatsApp account, but no replies will be given on this system.

- ii. **Response times:** We work within our stated office hours and endeavour to respond to enquiries within 5 working days, sooner if possible. This may be subject to other factors such as illness, annual leave, training days and so on. During periods of annual leave, we aim to respond within 5 working days from the date of our return.
- iii. **Emergency/urgent contact:** We do not offer emergency, 24 hour or 'out of hours' service and shall not be held liable for issues arising from this. You should contact your Vet, Emergency Vet or other emergency services by dialling 999 if you have urgent need for assistance.
- iv. **Contact agreement during treatment periods: You agree to contact us fortnightly as a minimum, with regard to progress, within any agreed support period from initial appointment. If we are currently within a contracted work period with you and we do not receive contact from you via email, telephone, message, post or other means of communication within 4 weeks of your last contact, this will be taken that you no longer require our services, we will discharge your case from the practice and this service agreement will end without refund.**
- v. **Fair use policy:** Under any of our treatment plans and support services, contact usage is limited to a maximum of 45 mins spent on all correspondence for each case per week to ensure fair distribution of time between all clients in our care. Should this be exceeded you will be asked to book an additional session should you want further aid. If you are not within a plan where ongoing contact is included, we are under no obligation to engage in ongoing correspondence and will invite you to make an appointment to discuss your needs.

17. **Contracted support periods.**

Should we be unable to cover any ongoing agreed contact or support period within your plan, for example due to poor weather, holidays, ill health or absence and other factors which may be due to circumstances beyond our control, this time will be added to any agreed plan time to run consecutively with the original plan end date. We will aim to notify you of any changes within a reasonable time period.

18. **Remote Services:**

We offer remote services via online meeting system (Zoom) or telephone contact for support. To participate in any of the online or telephone services, you will need to join the provided link, or be available by telephone, depending on what is arranged, for which you will need to provide a suitable computer, mobile phone, tablet or telephone device and adequate connection. It is 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 remote services.

- i. You will need to provide a location with a suitable, confidential 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. If you are participating in practical work, this is at your own risk, and you must provide a suitable, non-slip floor space without potential obstructions.

- ii. We will not be responsible or liable to you if you are unable to access any of the remote services to any failure or delay in performing our obligations under the Contract resulting from any cause beyond our reasonable control.
- iii. Sessions are recorded with video and audio, or audio if via telephone contact, and are securely stored for up to 36 months after which they will be deleted. Recordings are for training and monitoring purposes and will not be made available to you under any circumstances.
- iv. We do not give consent in any form for you to record these sessions yourself via any means.
- v. 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.

19. Payment terms/Cancellation policy:

- i. **Deposits:** All deposits paid are non-refundable. If you pay a full fee, 30% deposit will be retained as non-refundable deposit for this booking. Once you have booked an appointment, we begin preparation for it, administration costs are incurred, and we hold the date and time/appointment/class space for you, meaning it cannot be booked by another client. If you decide to cancel after making your booking, you will not be entitled to a refund of this deposit.
- ii. **Payment for sessions** must be made in full in advance. We accept payment by bank transfer or card payment via Stripe or other stated methods. Fees paid contain a deposit amount which is nonrefundable in all circumstances. Please see our cancellation policy for more information.
- iii. **Pet insurance claims:** 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 any services. We do not provide 'direct claims' where an insurer pays us directly for your services.
- iv. **Advance payments cancellation: You have 14 days from the date of booking to cancel your class/ appointment by phone, letter or email, provided that your course or appointment has not already started. Should you decide to cancel within this period, you will incur a deposit 30% charge of the full fee. Following this period, cancellations made within 7 working days of class commencement date/appointment date will be subject to full fee without exception regardless of the circumstances.**
- v. **Once you have commenced a service: Partial or full refunds are not issued under any circumstances once you have commenced a service. No refunds will be issued (any or all of the following) e.g. should you fail to stay in touch under the above contact agreement, should you decide to end the consultation process, should you relinquish your pet(s) e.g. for rehoming, should you disagree with the advice given, should you not feel that the advice is effective, if the pet(s) is/are euthanised, should you decide not to take any optional follow-up sessions, should you change your mind about the service type offered (e.g. wanting in-**

person instead of video online session) or should you decide not to use any optional support period.

- vi. **Lateness:** We expect you to be ready for any 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 in full.
- vii. **Failure to keep an appointment** either online, by telephone or face to face (failure will be judged as no contact from you within 15 minutes after agreed start time) shall void that appointment and the full appointment time missed will still be charged to your account. Please see our cancellation terms for full details.
- viii. **Missing a session:** If you are not available for a session, 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. No partial refunds are given for failure to attend course or group class sessions.

20. 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.

21. Remote sessions held where an in-person session is not suitable;

for example due to Covid-19 risk, and/or risk of aggression/stress/potential harm to your pet(s). We reserve the right to change a home visit or in-person session, either wholly or in part, into a remote session online, by telephone or other means, on the basis of prevention of potential risk. Your normal cancellation rights apply. Risk is ongoing and is assessed according to the information we hold, so should new information come to light regarding risk, we will explain to you the reasons why this change is needed. We will still aim to deliver the service booked in this alternative format so as to remain operating within health and safety and legal guidelines. Should you anticipate problems with this agreement, such as accessibility or technology being unavailable to you, please be aware of this possibility prior to booking and agreeing to these terms.

22. For remote consultations: (such as online, telephone, email, social media, messages via text)

you agree that by undertaking this form of engagement with us that there are limitations on assessment and/or advice that can be given as the practitioner is not physically present. Your Vet is also asked to agree on the referral that they are aware that consultations may proceed remotely. You undertake to accept and agree to these limitations without recourse to complaint on this basis.

23. Should we cancel an event,

you are entitled to a full refund for any sessions purchased but not yet undertaken.

24. Referral to other practitioners.

We may decide for safety, welfare, medical, specialist assessment, due to our availability, other suitable reasons, that your pet(s) would benefit from referral to another practitioner, and if this is the case the reasons will be discussed with you. If this is the case, you are entitled to a refund of any sessions not yet undertaken with us.

25. **Privacy:** Please see our separate Privacy, Data Protection and GDPR UK policies.