



*Nurturing Dog and Owner Relationships*  
[www.doglistener.tv](http://www.doglistener.tv)

## **TERMS & CONDITIONS**

# 1-1 Training & Behaviour Consultations Policy

This service is aimed at helping people to overcome behaviour problems they are experiencing, to train their dog or both.

All behaviour consultation clients MUST have a veterinary health check and referral.

Hanne Grice Dog Training & Behaviour accepts no liability if any problems become worse or do not improve.

Hanne Grice Dog Training & Behaviour can only guide and give advice; it is the owner's responsibility to enforce changes.

Behaviour consultations and training sessions can be carried out at your home, on a walk, or another suitable location, as agreed at the time of booking.

Assessment and treatments plans will be based upon qualified knowledge, current scientific theory and experience. Suggestions for behaviour management will be provided during the assessment and a full written report will be supplied and sent by post, email, or in person within approximately 1-14 days.

Canine behaviour therapy can be integral to identifying causes of behaviour problems, to then develop a treatment plan to overcome these issues. In some cases, causes may not be identifiable and treatment plans may not be as effective as desired. Whilst this is unusual, those seeking behaviour therapies should be aware of this possibility. Implementing treatment plans may produce desired results quickly; however, time and commitment is required. This should always be considered as often a behaviour problem has spent a significant amount of time developing, therefore your perception of treatment needs to reflect how long the issues have been manifesting for. Implementation remains, at all times, the responsibility of the owner. The pet's wellbeing, welfare, and actions are also the responsibility of the owner. Behaviour reports and treatment plans are created according to the information provided by the owner, the information gleaned on assessment, and information provided by referring veterinary surgeons. In any case full co-operation from the owner, including full disclosure of any/all problems being experienced is needed. Withholding information can affect the plan, including withholding information regarding health matters. In any case advise to seek veterinary assistance may be given, which should be a priority for the owner.

**PLEASE ENSURE YOU PROVIDE FULL DISCLOSURE IN ANY CASES REGARDING HUMAN AGGRESSION. IN THIS CASE, SAFETY IS THE PRIORITY AND CAN NOT BE TAKEN LIGHTLY. FAILURE TO PROVIDE THIS INFORMATION MAY RESULT IN THE SERVICE BEING TERMINATED, ESPECIALLY WITH LOW OWNER COMMUNICATION.**

# Payment Terms

## Services:

All payment options are set out on the website under the service required.

Behaviour appointments are typically 14 days apart, in the incident of an unexpected event behaviour appointments cannot be no more than EIGHT WEEKS apart. If a client fails to book their appointment, they will forfeit the outstanding appointments.

Cancellation and failure to rebook within this time frame will result in being charged in full for the session.

Travel fees: 45p per mile outside an 8 mile radius from HP23 4.

## Cancellations & No shows:

72 hours' notice of Hanne Grice Dog Training & Behaviour business hours is required if you need to cancel or change your appointment. Business hours are Monday to Fridays 9am to 5pm. Failure to do so will result in you being charged at 50% the original fee (e.g.) £20 cancellation fee for 1-1 Training x 1hr, £30 cancellation fee for 1-1 Training x 1.5hrs, and £125 cancellation fee for Behavioural Consultation. This also applies for no show appointments.

**All payment is required via BACS transfer prior to appointments.** Other payment options may be considered, by prior arrangement. Payment in full is always required pre-or at the start of consultations.

CANCELLATIONS BY US: In the event that we need to cancel an appointment, class, session or event due to unforeseen circumstances you will be offered an alternative solution convenient to you, or a refund within 14 days equal to the amount of service that you have had cancelled. Refunds will be made via the original payment method. Cancellation notices may be given via phone, email, the website or social media.

## Refunds:

Weekend bookings are non-refundable.

Weekday bookings - Once payment has been made a 50% refund will be issued if requested 7 days prior to the appointment, if no work has been carried out, with an additional administration fee of £10.

If the appointment is cancelled less than 72hours prior to the appointment, no refund is available.

CLASSES or COURSES: Non-refundable

## Refunds on Behaviour Packages:

*If no work has been carried out:* Weekend bookings are non-refundable.

Weekday bookings - Once payment has been made a 50% refund will be issued if requested 7 days prior to the appointment, if no work has been carried out, with an additional administration fee of £10. If the appointment is cancelled less than 72hours prior to the appointment, no refund is available.

*If work has been carried out:* You will be charged the full price of the service you have had (for example £250 for the assessment), with an additional £10 administration fee. You will then be refunded the balance that is left from the fee you have paid.

# General Policy

Acceptance of the service of 'Hanne Grice Dog Training & Behaviour' constitutes acceptance of our policy and conditions of business. There will be no variation in the policy unless confirmed in writing. All services are subject to availability.

## Training Equipment:

Harsh handling or force are not permitted during sessions. Please ensure your dog is wearing a normal flat collar and a normal trigger hook lead. You may also use a harness if you wish.

**ITEMS NOT PERMITTED:** check or half check collars, prong/pinch collars, electronic collars, citronella collars, ultrasonic collars, slip leads, anti-pull harness, any device which emits a noise intended for punishment or interruption in an abrupt manner. Any other device used to punish, cause fear or intimidation. Failure to comply with this section of the terms and conditions may result in cessation of service without refund.

## Dogs:

Hanne Grice Dog Training & Behaviour without hesitation will report any dog/pet that is being mistreated, neglected or abused immediately to the appropriate authorities which can take necessary action. If a dog brings harm to another person/dog or damages property the owner is liable for the offence made. Under the 'Control of Dogs Order' (1992) all dogs must be wearing a suitable collar with the owner's name and address inscribed either on a plate on the collar or on a tag attached to the collar. This is to be worn at all times in public places. All dogs must be kept **ON LEAD** unless specifically instructed to do otherwise by the trainer. You are responsible for your dog's behaviour at all times during sessions.

**CLASSES:** Other owners and dogs may not be comfortable to have your dog within their personal space so please ask permission before becoming too close to others. When you are entering / leaving the class venue, please ensure any doors to the venue building are closed. You **MUST ALWAYS** clear up after your dog and pop any poop into the bin highlighted at the start of the course, located outside the main building.

In signing up for classes you are signing up to agree that your dog is dog-to-dog friendly. Any dogs attending which are found to have issues with other dogs may be asked to leave and you may not be given a refund. In this instance we will endeavour to work with you to find a solution.

Hanne Grice Dog Training & Behaviour reserves the right to ask you to leave at any time should the dog's welfare be deemed to be compromised.

## Dog's Health:

**VACCINATIONS:** All puppies and dogs are required to be fully vaccinated and we require to see proof of vaccination at your first class and the **WORMING DECLARATION** form to be signed and returned.

Should you choose not to vaccinate, a letter stating your dog's blood titre levels must be presented on headed paper and signed by your veterinary surgeon. If you choose this route, Hanne Grice or Hanne Grice Dog Training & Behaviour will not be held responsible for any illness your dog may contract whilst training with Hanne Grice Dog Training & Behaviour.

**ILLNESS:** Please do NOT bring your puppy or dog along to classes in the case of illness.

**BITCHES IN SEASON:** Please do not attend if your female dog comes into season.

## Owners:

Please ensure you are wearing FLAT, ENCLOSED foot-wear, please do not wear high shoes or flip flops. Please treat all other owners with kindness and respect. Aggressive or inappropriate behaviour from the owner may result in a cancellation of service, with no refund.

## Privacy Policy:

Available to view on the website here.

# Release of Liability and Photography

## Release Waiver:

I HEREBY ASSUME ALL OF THE RISKS OF PARTICIPATING AND/OR VOLUNTEERING IN THIS ANIMAL TRAINING or BEHAVIOUR SESSION, including by way of example and not limitation, any risks that may arise from negligence or carelessness on the part of the persons or entities being released, from dangerous or defective equipment or property owned, maintained, or controlled by them, or because of their possible liability without fault. I understand that attending a dog/animal training/behaviour session poses a risk to myself, guests, children and my dog/animal. I understand if I have brought children along for the class or are present at the session, I am solely responsible for them.

I acknowledge that this Accident Waiver and Release of Liability Form will be used by the event holders, sponsors, and organisers of the activity or event in which I may participate, and that it will govern my actions and responsibilities at said activity or event. In consideration of my application and permitting me to participate in this event, I hereby take action for myself, my executors, administrators, heirs, next of kin, successors, and assigns as follows:

(A) I WAIVE, RELEASE, AND DISCHARGE from any and all liability, including but not limited to, liability arising from the negligence or fault of the entities or persons released, for my death, disability, personal injury, property damage, property theft, death of my pet, injury to my pet, or actions of any kind which may hereafter occur to me including my traveling to and from this event. I understand I enter land or property intended for activity use at my own risk.

THE FOLLOWING ENTITIES OR PERSONS: Hanne Grice, Hanne Grice Dog Training & Behaviour, their directors, officers, employees, volunteers, representatives, and agents, the activity or event holders, activity or event sponsors, activity or event volunteers; land owners; land representatives; land leaseholders or their representatives.

(B) I HAVE DISCLOSED all relevant information regarding my dog/animal, its sensitivities, any aggression problems, situations which provoke my dog/animal. I will immediately inform the trainer if any situation arises which provokes my dog and take full responsibility for avoiding these situations.

(C) I INDEMNIFY, HOLD HARMLESS, AND PROMISE NOT TO SUE the entities or persons mentioned in this paragraph from any and all liabilities or claims made as a result of participation in this activity or event, whether caused by the negligence of release or otherwise. I acknowledge that Hanne Grice, Hanne Grice Dog Training & Behaviour and their directors, officers, volunteers, representatives, and agents are NOT responsible for the errors, omissions, acts, or failures to act of any party or entity conducting a specific event or activity. I understand they are not responsible for quality of land or any injuries which may occur when I am at the training venue.

I understand that at this event or related activities, I may be photographed and/or filmed. I agree to allow my photo, video, or film likeness to be used for any legitimate purpose by the event holders, producers, sponsors, organisers, and assigns. I hereby waive any right to inspect or approve the use of the images or recordings or of any written copy. I further waive all moral rights. I also waive any right to royalties or other compensation arising from or related to the use of the images, recordings, or materials. I hereby release, defend, indemnify and hold harmless the producers from and against any claims, damages or liability arising from or related to the use of the images, recordings or materials, including but not limited to claims of defamation, invasion of privacy, or rights of publicity or copyright infringement, or any misuse, distortion, blurring, alteration, optical illusion or use in composite form that may occur or be produced in taking, processing, reduction or production of the finished product, its publication or distribution.

The accident waiver and release of liability shall be construed broadly to provide a release and waiver to the maximum extent permissible under applicable law.

I CERTIFY THAT I HAVE READ THIS DOCUMENT, AND I FULLY UNDERSTAND ITS CONTENT. I AM AWARE THAT THIS IS A RELEASE OF LIABILITY AND A CONTRACT AND I SIGN IT OF MY OWN FREE WILL.

I am 18 years of age or older and I am competent to contract in my own name. I have read this document before signing below, and I fully understand the contents, meaning and impact of this consent, waiver, indemnity and release. This consent, waiver, indemnity and release is binding on me, my heirs, executors, administrators and assigns.

SIGN (if you have not agreed to the on-line version):.....

PRINT:.....

Date:.....