



# Terms & Conditions

Pet Peeves does all it reasonably can do to provide a safe and healthy environment for you and your cat. In addition to the canine behaviour questionnaire form, see below T&Cs that apply to any and all Behaviour Consultations and Follow-Up Behaviour Support sessions.

Please note that payment for services and engaging in the Behaviour Consultation/ session both also imply full agreement with these Terms and Conditions.

## **Techniques and Handling Methods**

The training techniques and behaviour modification methods used by Pet Peeves Animal Behaviour are designed to be kind, fair, force-free and non-aversive. Harsh handling of cats, physical force and the use of punitive methods/ punishment/ corrections or equipment designed to be aversive or any other device deemed unacceptable by the trainer/ behaviourist) are not to be used.

## **Payment, Refunds and Cancellations**

Payment by bank transfer is required within 48 hours of booking a Behaviour Consultation, unless otherwise agreed by Pet Peeves. Behaviour Consultations can be re-arranged or refunded in full with at least two weeks' notice. Any cancellation made with between two weeks' and one week's notice of the booked Behaviour Consultation will be eligible for a refund of any costs paid, less the non-refundable holding fee of £50. With less than one week's notice, no refund will be given for the preparation/ behaviour consultation/report aspect of the package but a refund or partial refund for any follow-up sessions included in the package will be made as per the schedule for one to one training set out below.

Payment and refunds for any Follow-up Support sessions are made as per the Terms and Conditions for One to One Training, as set out below:

<b>Amount of Notice Given</b>	<b>Refund?</b>	<b>Re-arrangement fee? (cost of purchasing a new session)</b>
More than 2 weeks before the booked session	Full Refund	N/A – simply swap the session
Between 2 weeks + 1 week of the booked session	50% refund	Re-arrange for 25% of cost
Less than 1 week before the booked session	No refund	Re-arrange for 50% of cost
Less than 72 hours before the booked session	No Refund	Re-arrange for 75% of cost
Less than 48 hours before the booked session	No refund	Full fee for new session

In the event that we have to cancel a session with you due to unforeseen circumstances, such as adverse weather/ illness/ emergency, we will make every effort to reschedule your session to another mutually convenient time. If this is not possible, we will refund you for the cost of the session and any follow-up visits which are also cancelled as a result of this.

### **Safety**

We ask that, unless previously agreed with us, all cats are kept away from the front door and are contained in another room when we first arrive please. Depending on the issue, you may be asked to take additional steps to ensure safety during a Behaviour Consultation. For example, if your cat is reactive to/ fearful of people entering the home, you may be asked to keep them contained in another room until a specific point during the consultation. It is essential that you take sensible safety precautions and then discuss how and when the cat should be introduced during the consultation rather than take risks. You will be advised during the discussion how and when the cat(s) may be safely introduced to the room in which the consultation is taking place. If your cat has ever bitten a person or other animal, you must report this to us before the day of the scheduled Behaviour Consultation so that we can advise you accordingly. Any instances of accident or injury occurring during the consultation must be reported to us at the time they occur.

### **Parking**

If we are visiting your home, please make a parking place available if possible. If not, and there is on-street parking which requires a visitor permit, please have a visitor permit ready for our use when we arrive. If parking at your home (or other venue at which we have arranged to meet) requires payment, please can we kindly ask that you make arrangements for this.

### **Veterinary Care and Medical Issues**

We are happy to take referrals from Veterinary Professionals or bookings for Behaviour Consultations directly from clients. In either case, we will ask your vet for your cat's medical records. This should not cost you anything (vets and behaviourists work together as a matter of professional courtesy). In some cases, your vet may ask to see the cat to rule out potential medical causes before the behaviour consultation takes place or prior to embarking on a behaviour modification programme. If, during or after the consultation, it is felt by us that a (further) veterinary check is advisable, it will be your responsibility to ensure that this is carried out before embarking on any behaviour modification strategies suggested at the consultation, as advised. We also reserve the right to communicate with your Veterinary Surgeon about your cat(s) at any time if we deem this to be necessary or helpful. If your cat has any known allergies or intolerances to certain foods or has any other special/ medical needs, it is your responsibility to bring this to our attention prior to the start of the session.

### **Children**

Children are welcome to be present at Behaviour Consultations, although due to the nature of the discussions that will be taking place, this may not always be appropriate. It is the responsibility of the parents/ carers to determine whether or not it would be helpful or appropriate for any children/ other family members to be present at any point. It is important that at least one adult is able to give their full attention to the discussion throughout. We accept no responsibility for children and it is the responsibility of the supervising adult to ensure that children are safe and their well-being is protected at all times whether before, during or after the Behaviour Consultation.

## **Privacy and Marketing**

Photographs of your cat may, with your permission, be taken. Such photos may be used by Pet Peeves Animal Behaviour for record keeping and/ or marketing purposes. If you do not wish for photographs of you and/ or your cat to be taken, used or shared, please just let us know. Any written feedback (eg. by email or on feedback forms) may be used for marketing purposes (for example, posted on the website). Only the first name of the person will be used as identification. If you are not happy for us to use your feedback in this way, please just let us know. Permission must be granted by us before any photography or videography of training/ behaviour sessions with Pet Peeves takes place. We are happy to provide a copy on request.

## **Engagement and Commitment**

By consulting Pet Peeves Animal Behaviour and Teaching with regard to your cat's behaviour, you agree to fully engage with the process to the best of your ability and understand that any changes will involve commitment and consistency, in line with the pledge set out below. The pledge (below) sets out the responsibilities of both parties and is a gesture of your commitment to, and understanding of, the process which you are undertaking.

## **Disclaimer and Waiver of Liability**

I understand that working with cats and modifying behaviour poses a risk of injury. I agree to ensuring that necessary steps are taken at all times to prevent injury to myself, my cat(s) and others, including the avoidance of situations that might trigger aggressive behaviour. I agree to indemnify and hold harmless Pet Peeves (Raychel Hill) against any and all losses, liabilities, judgments, awards and costs (including legal fees and expenses) arising out of, or related to, any claim of injury to persons or property of any kind, whether before, during or after the consultation and when implementing suggested techniques with my cat(s).

I understand and accept that my cat (and its behaviour) remains entirely my responsibility at all times, whether or not in the presence of the trainer/ behaviourist.

## **Behaviour Consultations Pledge**

### *Pet Peeves Responsibilities*

- To prepare appropriately for the consultation visit
- To listen to you in order to gather necessary information about the problems you are facing
- To use my professional judgement, expertise and experience to decide upon appropriate strategies to help you and your cat(s)
- To clearly explain what behaviour modification or training strategies I am suggesting and why I am suggesting them to you
- To answer any questions you may have to the best of my ability
- To make it clear that behaviour modification is not a 'quick fix'; it will require commitment and changes to be made on your part in order to bring about change in your cats(s)

- To offer ongoing support, in line with the service(s) for which you have paid (additional follow-up support be purchased – see website or ask us for more details)

### *Your Responsibilities*

- To be open and honest in providing information to assist me in understanding the problems
- To ask for clarification if anything which is explained to you is unclear
- To have an open mind with regard to potential solutions, changes and strategies
- To commit to agreed behaviour modification strategies and make any necessary agreed changes in order to help resolve the problems you are experiencing with your cat(s) and to understand that behaviour modification is not a 'quick fix'
- To try your best to ensure that everyone regularly involved with your cat(s) understands and engages in the process in order to avoid confusion and conflict
- To avoid introducing alternative training or behaviour modification methods (such as those picked up from TV, books, friends or other trainers) in order to avoid confusion and conflict
- To ensure that your cat is properly supervised at all times. This includes ensuring that any interactions between your cat and a third party (including your family and any other pets) are safe for both the cat and the others involved.