



Behaviour support

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Behaviour support is a specialised service only available under veterinary consent, as per the guidelines of the [APBC \(click here for more info\)](#), so permission must be gained beforehand. Once you've booked your initial consultation and paid for the package; I'll contact your vet with my consent form. If your vet does not give consent for treatment this may be because they require your dog to have had a vet check within a certain time frame in order to be considered under their care, in which case you'll need to book an appointment with your vet first.

➤ **Initial consultation package - 3 months support - £350.00**

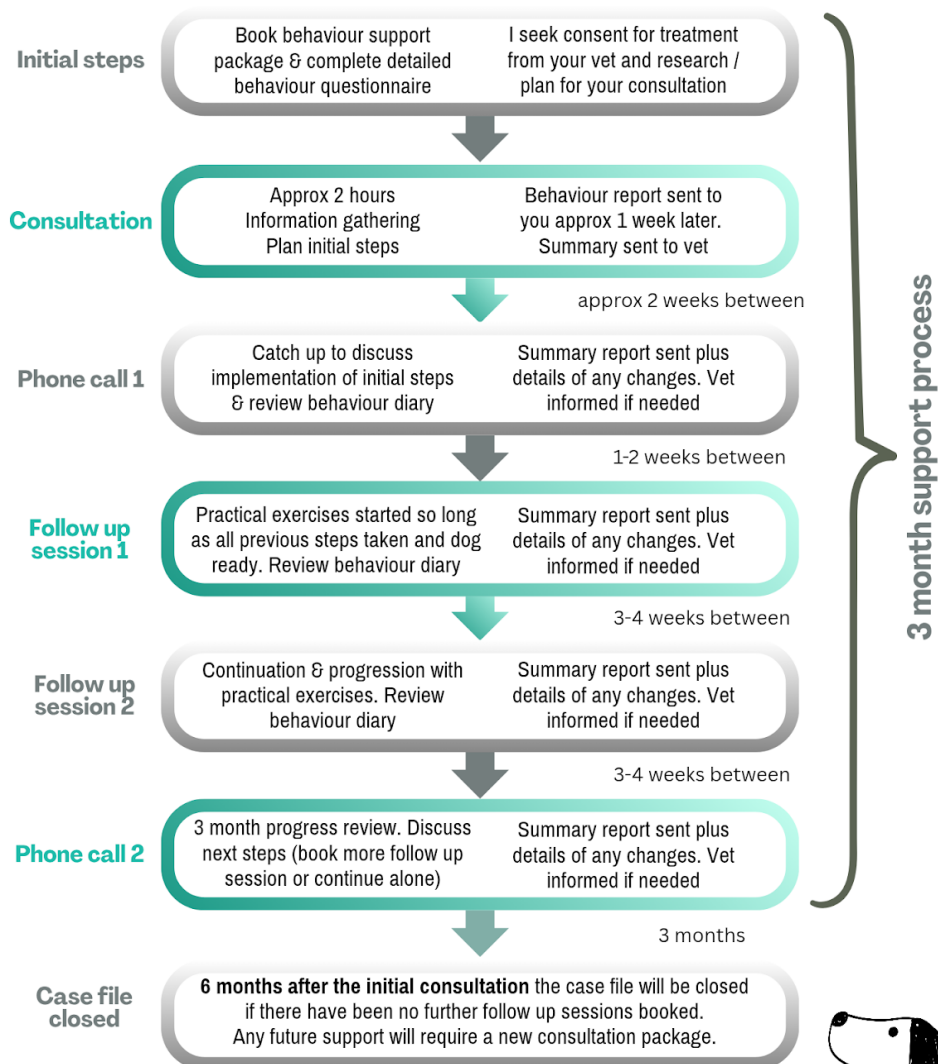
This package includes one ***full consultation** (2 hours-ish), ****two phone calls** (30 minutes-ish each), and ***two follow up sessions** (1.5 hours-ish each). It also includes full reports and tutorials for you, and a summary to your vet at each stage of the progress. Quick questions can be answered over WhatsApp during your behaviour support period.

***PRACTICAL SESSIONS ARE ALWAYS ON A MONDAY OR SOME THURSDAY AFTERNOONS.**
****CALLS ARE ALWAYS ON A TUESDAY OR WEDNESDAY AFTERNOON**

Please only book the package if you can be available on these days, I am extremely unlikely to be able to offer alternatives due to the way my working week is structured



Behaviour support process



- **Follow on package - 3 months support £310** This is optional following your initial consultation package, but highly recommended. The initial package allows us to make a start, but behaviour change takes time and further sessions allows me to support you for longer, and to problem solve through any blips.

This follow-on package includes 3 in-person sessions plus 2 phone calls. This is a 3 month package. It is structured very similarly to the initial consultation package except no full consultation will be needed, therefore it consists of 3 follow-on sessions and 2 phone calls.

This is designed to give you regular and consistent support for a 3 month period rather than going it alone and hoping for the best.

The first follow up session must take place within 6 months of your **initial consultation** to avoid needing a new referral.

Your two successor sessions and phone calls must be used in a 3 month period.

This means If you booked the initial package AND the follow on package; they would all be used within a 9 month period.

Terms and conditions: by making payment you confirm agreement to the following terms and conditions:

Some vets will only refer to certain behaviorists that they have a long standing relationship and agreement with; this does not guarantee that the behaviourist is suitably qualified, up to date or regulated. Please ensure that any behaviourist you consult with is registered under the APBC (provisional CAB or CAB level), ABTC (Behaviourist level), or the FABC (Provisional CAB or CAB level)

You are urged to research a behaviourist before accepting a referral for a consultation. If you have been advised to seek an alternative behaviourist and are not sure; I am more than happy to check them out for you, please just send me their details, there is no charge for this and full discretion.

Bookings & cancellations:

Please understand that this is a business, these appointments are income. It is extremely difficult to fit these appointments into my diary given different client locations. Please read carefully these terms and conditions before paying. No refunds will be given outside of these terms for claiming you were not aware.

You do have to tick a box to say you have read this when you pay, which confirms you have read and understand.

1. **The 3 month initial support package expires after 3 months.** Extra time is added if I have holiday during this 3 month period, I will inform you of this and take this into account when we schedule in your follow up sessions

After completing the initial behaviour support package you will have the option of booking more follow up sessions and calls. If you wish to do so, the first session of your follow up package needs to take place **before your case file is closed**, otherwise it is treated as a new case and will require a new referral from the vet and to begin from scratch. If you need help with a different problem than we've worked on (but within 6 months of your initial package); a new initial behaviour support package may be needed, so please book another free enquiry call so we can have a quick chat.

All case files are closed and your vet notified, 6 months of your first session, unless you have booked the follow on package to begin within this time-frame.

2. Your booking is made once payment has been received. The initial consultation is only confirmed once veterinary consent has been granted by your vet, a full refund will be given if your vet refuses (this has never happened to date!). This refund is minus an admin fee of £10 because I will have already done prep work up to this point.
3. Please ensure that you have included an additional mileage charge as outlined on the booking page. The additional mileage charge allows the correct amount of time to be blocked out between my appointments and for associated travel costs to be accounted for. The additional mileage charge is tiered so that the base price of the behaviour package can be kept to a minimum for all.
4. If an additional mileage charge is applicable - **this applies to each in-person session**. You will be prompted to add this charge each time you book a session and you'll be invoiced separately if not. Your session may need to be re-arranged if you have not added this as I may not have the time allocated to get to your address.

5. **Cancellations:** The behaviour support 3 month package, and follow on package, can be cancelled for refund only if you give AT LEAST 7 days notice before the date of the first session. **You need to notify me of cancellation via email.** A £10 administration fee will be deducted from the refund. Planning, time and effort goes into your appointment prior to the initial consultation so **please note that no refund will be given if you cancel within 7 days of the initial consultation.**
6. **Once the package has started, no refund is available for the remaining sessions if you decide not to proceed for any reason.**
7. If you need to reschedule a follow up session or call, this requires 7 days notice. Less than 7 days notice means the session will be lost.
8. I have no control of whether or not your pet insurance policy will pay out for behaviour support and cannot give refunds for this reason. It is the client's responsibility to check this out before booking.
9. It is the client's responsibility to ensure they are available at the location on the time and date of the booking.
10. If the client is late on the day, the appointment will be shorter. If the client is not there, the session is missed and not rearranged.
11. Please ensure that you provide directions to your property unless your exact property comes up using Google maps, or **ideally provide a What 3 words location** <https://what3words.com/>. You will be prompted to add this information at the time of booking.
12. Before the session you may have been given instructions for my arrival (such as having your dog on a lead or behind a gate). Safety cannot be compromised and I may refuse to enter if these requirements are not met. In any case; please do not leave your loose dog to approach, bark or jump up at me; many dogs will do this when overwhelmed or excited even if they are friendly rather than aggressive, and in either case it can put me at risk of injury. If in doubt, attach your dog to a lead before you let me in.
13. Behaviour support cannot guarantee specific outcomes. Any statements made regarding potential improvements are based on professional experience and observation, but are not binding. Dogs have complex emotions and many times their behaviour problems are underpinned by pain or health problems (recent studies suggest over 80% of dogs with behaviour problems are in discomfort/pain). Behaviour change will always be limited by ability to follow advice. Please do not expect improvement without following guidelines and putting considerable effort in.
14. Only scientific and welfare based methods will be used. The use of harsh or punitive methods will not be used and I will cease to work with you if you decide to discard my advice to use punitive methods. This includes - lead corrections, intimidation of any kind, slip leads, 'grot' collars, prong collars, e-collars, shock collars, any type of noise aversion device such as 'pet corrector' spray, shaker bottles, water spray, verbal or physical reprimands. True behaviour change at an emotional level is built on trust; not suppression.
15. Products may be recommended to assist with your dog's management / training plan. The purchase of these products are the responsibility of the client
16. Children under 18 years of age must be supervised throughout every session. Children under school age must be supervised by an additional adult during the session.
17. Any session can be terminated if the client uses threatening or sexual language, body language or behaviour.
18. Any appointment can be terminated if the dog is deemed at risk of causing harm during the session. Human life comes first.
19. If it is deemed that a behaviour problem is so severe that there is danger to life your session will be terminated and you will likely be referred to a veterinary behaviourist. This is to ensure the best outcome for you and your dog. A refund on the appointment will not be given in these cases but a partial refund may be given (for the remaining sessions).
20. By committing to training both on and off the client's property, the client accepts the possibility of injury or damage to person or property by the client's dog or external factors.
21. I accept no liability for injury, damage, or loss caused by the dog during or outside of sessions. Clients must ensure their home, property, and dog are safe.

- 22.** In case of extreme circumstances such as a pandemic or extreme weather; sessions will automatically switch to an online format. Please note these will not be delayed; the same assessment and same help can be delivered to you remotely, face to face over a platform such as Zoom, and I've done this countless times before during the pandemic in 2020. In this case any mileage fee will be refunded to you for that session.
- 23.** All personal and pet data is stored securely and used only for the purpose of behaviour support. Information will not be shared without client consent unless required by law.