

Terms and Conditions

Upon booking with Animal Affinity, you agree to adhere to the following terms and conditions:

pricing, payment, guarantees, cancellation, liability, data privacy and security
information and cancellation rights

General

- All clients will be deemed to have accepted Animal Affinity's terms and conditions - as laid out in this document – upon signing at the end of this document
- The client is responsible for any veterinary bills, no matter how they are incurred. We are not liable for any loss, injury or death to a pet either inside or outside of the home whilst undergoing training with Animal Affinity. We cannot be held responsible and all fees must be paid by you, the owner, if required.
- Although we hold Public Liability insurance, it is highly recommended you insure your dog. Animal Affinity reserves the right to refuse a booking for any animal which is not insured.
- All dogs must be fully vaccinated and on a regular flea and worm control regime. We recommend vaccination for Kennel Cough, and cannot be held liable for any illness that may occur during or after a session with Animal Affinity.
- You hereby agree, irrevocably and for no royalties or other compensation, to all and any use by Leonie Macdonald and/or Animal Affinity of any photos, videos or audio recordings taken during training sessions for the purpose of marketing on our company website, social media pages or for the purpose of demonstration videos, tutorials or other educational or informational material as may be produced and marketed from time to time. You understand that such material may be edited and used in whole or in part and displayed on the internet or made public for the purpose of promoting Animal Affinity, or for educational purposes.
- All children under the age of 18 must be accompanied by an adult at all times during training sessions.
- By choosing to attend sessions at various locations, you agree to take full responsibility for your own safety, the safety of all parties accompanying you and the safety of your dog.
- We accept no responsibility for any damage to, theft of, or from your vehicle. Please do not leave valuables in your vehicle, and never leave dogs unattended in a vehicle unless it is suitably secure and provides a comfortable climate for your dog(s).
- Any owner wishing to accompany Animal Affinity whilst an animal is being transported accepts that they do so at their own risk and that Animal Affinity does not accept any liability for any accident, injury or delay incurred during transportation.

Bitework Sessions

- By booking to attend a Bitework session with Animal Affinity, you accept the full responsibility of the safety of yourself, the safety of all parties accompanying you, the safety of your dog, and the safety of the public around your dog and any during training undertaken. You will not practise the training or behaviours involved in these sessions in any public space for any reason. To be seen to be doing so may be ground for dismissal as a client of Animal Affinity.
- The client is responsible for the behaviour of their dog in any public space. We are not liable for any injury or death to a third party, inside or outside of the home whilst undergoing, or after any training with Animal Affinity. We cannot be held responsible and all fees must be paid by you, the owner, if required.
- We strongly advise that all owners of dogs who participate in bitework sessions with Animal Affinity take out Third-Party Public Liability Insurance. It is also recommended that owners check with their current pet insurance providers, that carrying out such sessions does not waiver your contract with them.
- All dogs and accompanying parties will be assessed in their suitability for bitework training prior to any training taking place. Animal Affinity retains the right to decline training for any parties, for any reason that is not a protected characteristic under law.
- Under no circumstances will Animal Affinity continue or endorse training with a party, if the behaviour of the party emulates, or is seen to participate in, illegal activities. Such activities include, but are not limited to:
 - Illegal ear cropping and docking of dogs
 - Illegal use of firearms, or glamorization of their use.
 - Illegal drug use, or glamorization of illegal drug use
 - Harassment using dogs
 - ABH, GBH, or similar, using dogs
 - Security dog handling work without a valid S.I.A. license
 - Cruel or abusive behaviour towards dogs or other animals
 - Racial and gender identity abuse, and abuse of any protected characteristic under law.

Payment & Cancellations

- For any and all Training and Behaviour services booked, the full charge is required either as a whole amount upfront, or as part of an automated payment plan. You agree to continue with the payment plan in full until the total sum of money has been received by Leonie Macdonald of Animal Affinity.
- In order for veterinary referred behavior consults to take place, all of your pets veterinary forms and histories, and filled-in behaviour questionnaires **MUST** be sent a **minimum** of 3 working days before the appointment is scheduled. Only in certain circumstances to be agreed by Animal Affinity and the customer, are there to be any exceptions.

- You have the right to reschedule a total of 2 times before your booking is automatically cancelled by Animal Affinity - this is to protect financial loss to the business through time lost. This is negotiable but only when you directly contact Animal Affinity BEFORE rescheduling.
- If the required pre-consult forms are not received within 3 working days before the consult, the appointment will be rescheduled - this counts towards your maximum of 2 reschedules per booking of a session.
- Animal Affinity and you (the customer) are able to reschedule all and any Training and Behaviour sessions up to 48 hours before commencement.
- If you cancel within 48 hours before your session, for any non-emergency reason, or your session is cancelled due to too many reschedules by yourself, you agree to forfeit payment for the session to the amount of 50% the costs of the session.
- If Animal Affinity cancel the session within 48hrs notice of the appointment, you are able to claim a full refund, or an alternative booking can be arranged.
- In most circumstances an alternative option can be arranged and provided to you in lieu of any refund, however this is at the discretion of Animal Affinity and in some cases only a refund may be offered.
- No refunds are given for Training and Behaviour sessions which have already been taken.