

# Terms & Conditions

Customers are automatically in agreement with these [Terms & Conditions](#) once a payment is made. If customers have any reservations or questions they should submit them to About Your Dog via email as soon as possible.

## 1.0 Data collection

- Customers consent to having their data safely collected and stored by About Your Dog LTD as per the [Data Protection Act \(2018\)](#) and are welcome to request a copy of AYD's Privacy Policy
- About Your Dog takes data protection seriously and will alert customers to any violations immediately in order to provide a solution

## 2.0 Booking

- Customers should secure a booking via the Contact form on AYD's website, following which an invoice will be sent along with booking paperwork
- Customers are asked to pay by the deadline expressed in the invoice, or will otherwise find themselves subject to a 10% late payment fee

## 3.0 Payment

- Customers are asked to pay upon receiving their invoice, and no later than 48 hours before starting treatment
- Customers who have not paid will not be seen for their service
- Any cancellations or rescheduled appointments are subject to [Section 4.0 Cancellations](#)

## 4.0 Cancellations

- When payment is taken 25% of the total fee will be held as a non-refundable deposit
- Customers can cancel their booking up to 1 week before starting treatment and receive a 75% refund
- Customers can cancel their booking up to 48 hours before starting treatment and receive a 50% refund
- After 48 hours before the start of treatment customers can no longer claim a refund
- Customers are eligible to reschedule one session free of charge and with no compromise to the rest of their service
- Further re-scheduling of sessions is at AYD's discrepancy, but may result in the customer losing that session
- Customers who do not show up for sessions will lose that session and are not eligible for a refund. In a package this will then mean the entire treatment is void.

## 5.0 Validity of Service

- Customers are expected to complete their paid service within 12 weeks, although About Your Dog may choose to extend this period, their remote support will continue for 6 months as described in their treatment package
- If the customer is not pro-actively in contact their service will be terminated at 12 weeks with no refund



## 7.0 Veterinary Referral

- All customers receiving a 1-2-1 service are required to have their vet sign a referral, this is **non negotiable**
- Customers will not be seen without a veterinary referral
- It is imperative that customers are compliant with any veterinary care and investigation advised
- Dogs should be as fit and healthy as possible at the start of treatment
- Dogs should be up to date on vaccinations and healthcare at the start of treatment

## 8.0 Methods & Conduct

- Customers understand that About Your Dog uses science-based positive reinforcement methods and will never knowingly hurt, punish or intimidate your dog
- Customers are expected to behave accordingly, and aversive or punitive methods will not be tolerated
- Customers are asked to work with their dogs on a well fitting collar and harness
- Slip leads, prong collars and E-collars will not be permitted
- Customers are asked to be in regular communication with About Your Dog and will benefit most from providing weekly updates on their treatment progress
- Any concerns regarding treatment should be communicated to About Your Dog as early as possible in order to make changes

## 9.0 Safety

- All customers will be provided with a Risk Assessment (RA)
- If there are any concerns with the RA customers should communicate this immediately
- Customers are asked to be completely honest throughout their time with About Your Dog in order to keep everyone safe
- Any obvious instances of information held back from About Your Dog may result in termination of a customer's service without notice or refund
- Any changes in behaviour should be reported to About Your Dog as soon as possible
- Customers should always follow safety guidance provided

## 10.0 Media

- About Your Dog may ask to take photographs and/or videos during treatment
- Photographs and videos taken by About Your Dog become company property and may be used on social media and in promotional materials
- If a customer is not comfortable with either of these points they should communicate this as early as possible

## 11.0 Complaints

- If a customer has a concern they should raise it with About Your Dog as early as possible
- If an issue cannot be resolved between AYD and the customer, the customer should contact the Association of Pet Behaviour Counsellors (APBC) or the Animal Behaviour and Training Council (ABTC) as bodies that regulate me as a professional

