

# 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 \(2018\)](#)
- 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 can secure a booking directly by emailing [aboutyourdog@outlook.com](mailto:aboutyourdog@outlook.com)
- All bookings (of all types) are subject to [Section 3.0 Payment](#), [Section 4.0 Cancellations](#) and [Section 5.0 Validity of Booking](#) and all further sections

## 3.0 Payment

- Customers will be sent an invoice via email within 5 days of booking
- Customers have 7 days to pay their invoice
- Late payments are subject to a 10% late payment fee
- 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

- Any cancellations should be made with at least 48 hours notice for the maximum refund amount to be returned
- Cancellations between 24-48 hours will be eligible for rescheduling or a 50% refund
- Cancellations (or no-shows) with 24 hours notice or left will not be eligible for a refund and will only be rescheduled at About Your Dog's discretion
- The maximum amount refundable is 80% of a customer's total booking, meaning that 20% is kept as a charge to cover administration
- If a cancellation occurs due to About Your Dog's recommendation a customer will be met with ample opportunities to reschedule

## 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
- If the customer is not pro-actively in contact their service will be terminated at 12 weeks with no refund



# Terms & Conditions (Continued)

## 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

