

Terms and Conditions

1. Introduction

- 1.1. These Terms and Conditions constitute a legally binding agreement made between you (“you”, “your” or “the client”) and Alongside Animals (“Alongside Animals”, “we”, “us” or “our”).
- 1.2. These Terms and Conditions apply to all behaviour services supplied by Alongside Animals and are designed to protect the rights and welfare of all parties. Alongside Animals reserves the right to change the terms and conditions. Any changes will be notified to the client.
- 1.3. Should you have any queries, please contact Alongside Animals at: Contact@AlongsideAnimals.co.uk.
- 1.4. Payment of any fees due signifies acceptance of these Terms and Conditions by the client.

2. Services

- 2.1. Alongside Animals is a referral-only practice, and a referral from the client’s usual veterinary surgeon is essential. To maximise success, a completed veterinary referral form, veterinary medical history, and a completed owner questionnaire for the animal to be treated are required before an initial consultation.
- 2.2. Alongside Animals cannot always guarantee to start work immediately. When enquiring about support, potential clients will be informed of any possible delay to the delivery of services before any payment is due.
- 2.3. The scope and duration of services provided are as follows:
 - 2.3.1 A complete initial in-person (or online) consultation and assessment lasting approximately 2 hours.
 - 2.3.2 A full report including a treatment plan for the animal being treated.
 - 2.3.3 A separate report for your vet, summarising findings and recommendations, to support ongoing care for the animal being treated.

- 2.3.4 Up to two optional follow-up consultations lasting 60 minutes, which can either be in-person or online (the number and where the consultations are held depend on the support package purchased).
- 2.3.5 Email support from the date of the initial consultation (duration of support depends on the type of package purchased).
- 2.4. Any amendments to the scope or duration of services as outlined above must be agreed in advance by both the client and Alongside Animals and may be subject to additional charges.
- 2.5. Alongside Animals will guide and support the client during the behavioural assessment and modification process. All advice is based on promoting the positive welfare and safety of the animal(s) involved, the people with whom they live, and the wider public. In some cases, this may involve difficult and emotional discussions to ensure the most suitable outcome for all involved.
- 2.6. Behaviour treatment and training are progressive, based on the individual abilities and experiences of the animal(s) being treated. It requires commitment from the client to practise and complete exercises in their own time outside of sessions to ensure that continued progress is made.
- 2.7. Full responsibility for any decisions surrounding the animal being treated lies with the client.
- 2.8. Alongside Animals reserves the right to refuse to provide services at its discretion.
- 2.9. Alongside Animals works in conjunction with your veterinary surgeon and you towards the best possible outcome for your animal(s). Information regarding the animal's health and/or existing medical and behavioural conditions/treatment must be disclosed before any consultation.
- 2.10. Please note that Alongside Animals does NOT use or recommend any potentially aversive or punitive training equipment. This includes, but is not limited to, electric collars, spray collars, prong collars, rattle cans, and corrector spray.

3. Veterinary Services

- 3.1. Alongside Animals collaborates with you and your referring veterinary surgeon to support your pet. Your ongoing consent for us to contact your usual Veterinary surgeon/practice to access records for your animal(s) is essential for continuity of medical care. The referring vet remains responsible for the continued medical care of the animal, which includes further investigations, including (but not limited to) blood tests and dispensing of any medicines or emergency care.
- 3.2. Alongside Animals may recommend psychotherapy medications, and the details of these, including dosage, will be included in the vet report provided. The referring vet will prescribe and directly dispense or provide a written prescription for these medications. On occasion, these medications may be human medications and not licensed for use in animals; this will be made clear in both your report and the report to your referring veterinary surgeon.
- 3.3. Alongside Animals provides behavioural consultations and support for treatment of behavioural problems, and does not offer in-person emergency veterinary services. An emergency is defined as any situation in which an animal's health or behaviour poses an immediate risk and requires urgent veterinary intervention. Behavioural advice is not a substitute for urgent medical care. In emergencies, clients must contact their primary veterinary surgeon or their out-of-hours emergency clinic without delay.
- 3.4. From time to time, other professionals (veterinary specialists or clinical animal behaviourists) may be asked for input. In such instances, only essential information will be shared, no personally identifiable information will be shared.

4. Prices

- 4.1. Prices are per animal in the household, referred to Alongside Animals by your usual Veterinary surgeon/practice, unless agreed otherwise in advance. Alongside Animals reserves the right to make supplementary charges for any additional household/in-contact animal(s) that may require treatment/interventions.

- 4.2. The charges for standard in-person packages include services within one hour of Marlborough, Wiltshire. Any clients located more than one hour from Marlborough, Wiltshire, will be required to pay an additional £50 per hour (or part thereof) of travel. This applies to both the journey to and from the client's location for every in-person consultation.
- 4.3. Any changes to agreed appointments made less than 24 hours in advance will be subject to a rearrangement fee of £100.00.

5. Payment

- 5.1. Alongside Animals will provide a quotation for work that is valid for 30 calendar days from the date of issue. Subject to approval of the quotation, an invoice will be issued.
- 5.2. Payment is required in full in advance of booking an initial consultation.
- 5.3. Payment will be via bank transfer to the account detailed on the invoice.
- 5.4. Amendments to programmes and training/classes may incur an additional charge beyond that of the original invoice, and this will be communicated to the client in writing or via email.
- 5.5. In the event of pet loss or rehoming, the client is not automatically entitled to a refund for any services from Alongside Animals that have been undertaken or are pending.
- 5.6. Whilst outstanding payment is due, Alongside Animals reserves the right to withhold services or goods.

6. Pet Insurance

- 6.1. If you intend to claim on your pet insurance, please check directly with the policy provider what is covered, as policies vary.
- 6.2. Alongside Animals does not initiate direct claims from insurance companies. Fees must therefore be paid to Alongside Animals in the first instance, and we can subsequently complete an insurance claim form (online or paper) on your behalf.

7. Guarantee

- 7.1. Alongside Animals will create an agreed bespoke behaviour modification plan according to the problems assessed at the first training or Behaviour Consultation session. This may be revised based on the response to treatment.
- 7.2. The client may use the behaviour modification plan only for the animal(s) named and described within it.
- 7.3. All written materials, reports, and plans provided by Alongside Animals remain the intellectual property of Alongside Animals and may not be reproduced, distributed, or modified without prior written consent.
- 7.4. There are no guarantees that a problem behaviour will be resolved entirely. Some issues have a genetic input, and/or may have been going on over a long period. There are no quick fixes for many long-term behaviour changes.
- 7.5. The success of a behaviour modification plan will most often be down to the hard work put in by the client. People involved in any training, environmental factors (for example, your household, your walking routes, the influence of other people and animals) and physical factors (for example, diet, neutering status, medical conditions) will also impact the success of any behavioural treatment.

8. Safety

- 8.1. Alongside Animals will perform a risk assessment before any consultation. Where necessary, an online rather than in-person consultation may be recommended on the grounds of safety.
- 8.2. Failure by a client to disclose any personal health issues or injuries, or any health issues or injuries of other people attending a behaviour consultation or training session, before the consultation takes place, may result in termination of any in-person assessment.
- 8.3. Notice must be given in advance of any children attending Behaviour Consultation sessions. All children must be accompanied by a responsible adult and closely supervised at all times.
- 8.4. At all times during consultations (and outside of consultations), your pet remains entirely your responsibility. This applies even where the behaviourist

(or trainer) is working alongside you. Alongside Animals will not accept responsibility for any injury or illness to you or your animal.

- 8.5. Alongside Animals cannot be held responsible or liable for any loss, injury or damage caused by your pet. We accept no liability for any loss, injury or damage to any person or property caused by you or your pet. This applies regardless of whether or not we are with you in person and/or you believe you are following our advice.
- 8.6. Alongside Animals will not be responsible for any harm resulting from a failure to disclose information regarding behaviour issues or current/prior legal issues related to your animal(s). This includes the previous behavioural history of any animal in the household, in particular aggressive behaviours, and any current or historic criminal or civil proceedings relating to your animal(s).
- 8.7. Please note that Section 3 of The Dangerous Dogs Act 1991 applies to any breed of dog whilst they are on public or private property, and an owner whose dog is considered dangerously out of control during any training or behaviour sessions could be guilty of a criminal offence. Any concerns regarding potentially aggressive behaviours your dog may display towards familiar and/or unfamiliar people must be disclosed before booking, so additional risks can be addressed before any in-person sessions commence.

9. Data Privacy

- 9.1. Alongside Animals is an ICO-registered company, and will hold information provided securely in compliance with GDPR guidelines. A privacy notice detailing what data is stored, the purpose for its collection, and how your information is used is available upon request from Contact@AlongsideAnimals.co.uk.
- 9.2. Consultations and training sessions may be recorded and remain the sole property of Alongside Animals. By consenting to the recording of such meetings, you agree to allow all participants (including children if present) to be recorded and to have these records stored by Alongside Animals.

10. Cancellation

- 10.1. Clients may cancel this agreement at any time. Any repayment due is as detailed in the table below and will reflect the time spent analysing the animal's history, behavioural questionnaire, and time reserved to meet the client/animal at the time of the cancellation.
- 10.2. No refunds will be given if a client fails to attend their appointment.
- 10.3. A behaviour treatment plan will be deemed as cancelled if there is no contact from the client or response to communications for more than six calendar months from the date of the first training or consultation.
- 10.4. For online consultations or training sessions, Alongside Animals cannot be held responsible for any technical issues that incur a wait of over 10 minutes from the start of a session and reserves the right to cancel the session and, if appropriate, offer the option of an alternative date and time if this occurs.
- 10.5. Alongside Animals reserves the right to cancel this agreement for any reason. In such circumstances, 100% of any payments made will be refunded.

Time of Cancellation	Repayment Due
Before the behavioural questionnaire is completed.	100% of any payment made.
After the questionnaire is completed, but before the initial consultation is booked.	100% of any payments made.
More than 72 hours before the initial consultation.	50% of any payments made.
Less than 72 hours before the initial consultation.	No refund provided.
After the initial consultation.	No refund provided.

11. Liability

- 11.1. Alongside Animals is not liable for any costs you may incur in preparation for your consultation(s).
- 11.2. Alongside Animals shall have no liability under any circumstance whatsoever to the client for financial loss or loss of profit.
- 11.3. Alongside Animals will not be liable for any loss, damages, or injury to the client or third party.

11.4. Clients always remain responsible for their animal(s). They should ensure they have adequate pet or household insurance cover for liability in the event of damage or injury caused by their animal(s).

11.5. Alongside Animals shall not be liable for any delay or failure to perform services due to circumstances beyond its reasonable control, including illness, technical failures, extreme weather conditions (e.g. heavy snow, flooding, high winds, or other conditions that pose a safety risk or prevent travel), or transport disruption.

12. Complaints

12.1. Alongside Animals aims to provide a high level of service. If you have any complaints or concerns about the service provided, you will discuss them in the first instance with us. Please email: Contact@AlongsideAnimals.co.uk.

12.2. Any concerns about professional conduct or methods used may be taken up with the accrediting bodies, either the Royal College of Veterinary Surgeons (RCVS) or the Association of Pet Behaviour Counsellors (APBC).

13. Jurisdiction

13.1. Alongside Animals is based in the UK, and any claims will fall under UK jurisdiction.

14. Conduct and termination

14.1. Alongside Animals is committed to providing a respectful and professional service. We reserve the right to terminate services without refund if a client engages in abusive behaviour, fails to disclose relevant information, or breaches these Terms and Conditions. Termination will be communicated in writing and may include cancellation of all future appointments and services.