

Animal Training & Behaviour Consultations

Wiser Whiskers offers this service to guide people in training their animals and tackle any behavioural problems they might be dealing with.

Before any training plans begin, all clients are required to have a referral from their vet stating that the animal has been health checked. A form will be provided for the client and veterinary practice to fill out. Training cannot commence before any underlying causes of behaviour, such as illness, have been ruled out. Any health problems can negatively affect any training plans and cause further behavioural or health issues. If any health issues are not disclosed or a health check not carried out, Wiser Whiskers accepts no liability for any further health issues or behavioural issues which may arise from these health issues.

Wiser Whiskers accepts no liability for any behavioural problems that become worse or do not improve. Although we will do our best to give guidance and support, it is ultimately the owner's duty to implement changes in order to see improvement.

Behavioural consultations and appointments can be at your home, out on your usual dog's walk, or another suitable location; this will be agreed upon at the time of booking.

Behavioural consultations, training plans, and behavioural modification will be based upon current scientific theory and the behavioural consultant's qualifications and experience. During the initial consultation, the animal will be assessed and appropriate suggestions will be given for management of behavioural problems. A full written behavioural report and training plan will be provided to the owner within 14 days.

In rare cases, the cause of a behavioural issue may not be identified and training or behavioural management may not be as effective as planned. Although this is rare, owners should be aware that this may happen. Sometimes training plans provide results or changes quickly; however, this is not the case every time, and the owner's commitment to training is vital to the process.

Problem behaviours, especially those in older animals, often take a long time to develop and as such can take a long time to remedy. It is the responsibility of the owner to implement training plans provided and provide adequate care.

Although observations of the owner's animal will be carried out during the consultation, training plans and behavioural reports will also be created based on information the owner passes on to Wiser Whiskers. It is therefore important that this information is as accurate as possible to ensure the correct training plans are suggested. This includes full disclosure of any behavioural problems being carried out by the animal. Being dishonest about this information can negatively effect training plans and may result in an incorrect diagnosis of the animal's behavioural problem/problems.

Any cases of animal to human aggression (biting, clawing, harming) **MUST** be disclosed before commencement of any training plan. When this is the case, safety for both the owners, the trainer, other people, and animals and the animal being trained is paramount. If an owner fails to provide this information, Wiser Whiskers reserves the right to refuse or terminate service.

Payment and Service Terms

Pricing and payment

Current pricing for each package will be available on the Wiser Whiskers website.

Additional hour-long sessions can be booked, if the owner requires, at £50 after package sessions have ended or £25 per session for gold package clients if the session is booked within two weeks of ending the current package sessions.

Additional sessions must be paid in full at least 48 hours prior to the session taking place.

Payment is required in full at the start or prior to consultations/sessions. Payment options include:

- BACS transfer
- PayPal
- At point of sale via: Chip and Pin, contactless, Apple Pay/Google Pay

Other payment options may be considered upon agreement with Wiser Whiskers, though only the payment options above can be guaranteed. Any alternative arrangements are strictly at the discretion of Wiser Whiskers.

Scheduling of sessions

Package sessions and additional hour-long sessions are usually held 14 days apart. This allows the owner to become used to the training plan and give the animal time to adjust. These appointments can not be more than 10 weeks apart. If an owner fails to book an appointment within this time, they will forfeit this appointment and if needed be charged for an additional appointment at their discretion.

Cancellation/rearranging appointments

Wiser Whiskers requires 72 hours' notice if an owner needs to cancel or change an appointment. Cancellations can be arranged through phone, email, text, WhatsApp, etc. Failure to cancel a package or additional appointment within 72 hours will result in forfeit of said appointment.

If Wiser Whiskers needs to cancel an appointment, we aim to offer the owner an alternative solution/date or refund the cost of the session within 14 days. Refunds in this case will be made via the owner's original payment method. Cancellations by Wiser Whiskers will be confirmed via email, phone, text, WhatsApp, etc. In the event of adverse weather conditions, covid-19 restrictions, etc., appointments may need to be rearranged. If the owner chooses not to proceed with these appointments then the service is non-refundable.

Refunds

Additional hour-long sessions are refundable IF cancelled within 72 hours prior of the appointment.

ANY appointments cancelled in less than 72 hours prior will be non-refundable.

Refunds on packages

If an owner no longer requires hour long sessions included in a BRONZE package, these are non-refundable. It is at the owner's discretion if they no longer need these sessions.

If an owner no longer requires hour long sessions included in a SILVER package, only the last 3 sessions will be refundable.

If an owner no longer requires hour long sessions included in a GOLD package, only the last 6 sessions will be refundable.

REFUNDS MUST BE REQUESTED WITHIN 48 HOURS AFTER THE 3RD SESSION ON SILVER AND GOLD PACKAGES.

REFUNDS CAN ONLY BE REQUESTED IF THE REFUNDABLE SESSIONS HAVE NOT COMMENCED.

Covid-19 Policy

Behavioural consultations and appointments will be carried out in accordance with the government advice at the time. However, it is Wiser Whiskers policy to keep our staff and clients safe by ensuring that anyone (staff or clients) suspected of experiencing covid-19 symptoms do not take part in appointments. Wiser Whiskers reserves the right to cancel or change appointments based on this.

Before consultations or appointments, we will ask clients if they or anyone in their household is currently experiencing covid-19 symptoms, if so, we would switch that appointment to a video call (or rebook for a later date if preferred). If an owner decides not to go ahead with the video appointment or rebooked appointment, they will forfeit this appointment.

If a trainer attends an appointment and feels that a client has withheld information about a possible covid-19 infection that trainer reserves the right to leave the appointment at their discretion. A new appointment will be made in this case.

Trainers will likely attend appointments inside clients' homes wearing a face covering however, we do not require clients to do so. It is at the discretion of the client if they wish to do so.

By signing this form, I agree to adhere to the above information on training and understand fully Wiser Whiskers policy on veterinary referrals, covid-19 and the scheduling of sessions.

SIGN :.....

PRINT:.....

Date:.....

Liability

Release Waiver:

I HEREBY ASSUME ALL OF THE RISKS OF PARTICIPATING IN MY ANIMALS TRAINING or BEHAVIOUR SESSION(S).

I understand that training of any animal/pet can pose a risk to myself, guests on my property, and other animals on my property. I understand that I am solely responsible for my animal/pet.

I acknowledge that this Accident Waiver and Release of Liability Form will be used by Wiser Whiskers and that it will govern my actions and responsibilities during training sessions with my animal. I hereby take action for myself, my executors, administrators, heirs, next of kin, successors, and assigns as follows:

(A) I WAIVE, RELEASE, AND DISCHARGE from any and all liability, including but not limited to, liability arising from the negligence or fault of the entities or persons released, for my death, disability, personal injury, property damage, property theft, death of my pet, injury to my pet, or actions of any kind which may hereafter occur to me. I understand if I enter land or property intended other than my own for sessions that I enter at my own risk.

THE FOLLOWING ENTITIES OR PERSONS: Daniel Grundy, Wiser Whiskers, their directors, officers, employees, volunteers, representatives, and agents.

- (A) I HAVE DISCLOSED any relevant behavioural information regarding my animal, any health issues, any animal-to-human-related aggression by my animal, and any situations which may provoke my animal into aggressive behaviour. I will inform Wiser Whiskers of any changes in my animal's behaviour that may be considered aggressive, and I take full responsibility for avoiding situations that provoke my animal.
- (B) I understand that a veterinary referral is required prior to undergoing any training plans and that my animal's health and welfare is my responsibility during training sessions.
- (C) I INDEMNIFY, HOLD HARMLESS, AND PROMISE NOT TO SUE the entities or persons mentioned in this paragraph from any and all liabilities or claims made as a result of participation in training, whether caused by the negligence of release or otherwise. I acknowledge that Daniel Grundy, Wiser Whiskers, and their directors, officers, volunteers, representatives, and agents, are NOT responsible for the errors, omissions, acts, or failures to act of any party or entity conducting training. I acknowledge that any damage to my own property by my animal during training is my own responsibility.

The accident waiver and release of liability shall be construed broadly to provide a release and waiver to the maximum extent permissible under applicable law.

I CERTIFY THAT I HAVE READ THIS DOCUMENT, AND I FULLY UNDERSTAND ITS CONTENT. I AM AWARE THAT THIS IS A RELEASE OF LIABILITY AND A CONTRACT, AND I SIGN IT OF MY OWN FREE WILL.

I am 18 years of age or older and I am competent to contract in my own name. I have read this document before signing below, and I fully understand the contents, meaning, and impact of this consent, waiver, indemnity, and release. This consent, waiver, indemnity, and release is binding on me, my heirs, executors, administrators, and assigns.

SIGN :.....

PRINT:.....

Date:.....

