

**DOG-PANIONS TRAINING & BEHAVIOUR  
TERMS & CONDITIONS OF SERVICES  
CLIENT AGREEMENT 2024**



Owners Name /Address ; .....

Contact No: .....Email: .....

Pet Name: .....Breed: .....Age:..... Sex: .....Dressed.....

**SERVICE PROVIDED:**

- Three X one hour home visits are provided, The first session will observe and film the problem behaviour and advise on setting up training plans to assist. Any required plans are constructed and taught by Shanta Cariese to the owner.
- Behavioural modification and training plans provided by Dog-Panions must not be combined with training viewed by other plans on social media or TV shows which involve aversive methods, as these are counterproductive to the plans I provide.
- This service provides two further one hour house visits to progress to the next stages of the training plans, these are recommended to be carried out within one month of each session.
- Written plans will be provided for you to follow and refer back to.
- Continued support for 2 months via free phone calls and free video assessment, at convenient times.
- Follow-up home visits can be arranged for an additional charge of £40 on a visit-by-visit basis.
- If 3 attempts to contact a client for progress reports are unsuccessful, I will assume you've reached your goals, and will no longer attempt any contact.
- If contact has not been maintained, and you require assistance 6 months after the initial visit, a new behavioural assessment will be required at the original consult fee.

**LEGAL OBLIGATIONS:**

Any circumstance resulting in a bite injury by your dog to a human adult or child must be reported to authorities such as the Police, Dog Wardens or Veterinary practices if an investigation takes place and I am asked if I know of, or have witnessed such an incident. If Euthanasia of your dog is being considered, the authorities need to have all relevant and accurate information so the correct and human decision can be made. Knowledge of bites to other dogs may also be relevant in these cases.

**CONFIDENTIALITY:**

You and your dog's requirements are confidential. Occasionally, I need to discuss a pet with the veterinary care provider, and this gives me your permission to do so.

**REMOVAL FROM TRAINING:**

In some instances, a dog may not be suitable for the services provided; e.g., one needing immediate veterinary care, or one showing inexplicable uncontrolled aggressive behaviour. If a hazard or threat to any animal or person is present, training will be discontinued. No refund will be given under these circumstances.

**ATTENTION:**

The owner agrees to indemnity and holds Shanta Cariese ("Behaviourist & Trainer") harmless from all liability for any loss, damage, or injury to any person, animal or property arising during training. The owner agrees that the chosen location of training and behaviourist Shanta Cariese, shall not be liable for any loss or damage to property, animal, or owner for any reason. The owner agrees to take sole responsibility for the actions and behaviours displayed by their dog.

**TRAINING PLANS:**

Training plans written by Dog-Panions or any video clips provided MUST NOT be copied or distributed to anyone or social media, other than the intended client. These plans are the property of Dog-Panions.

**FILMING, PHOTOGRAPHY, RECORDING & INTERNET USE:**

Sessions are filmed for training purposes unless advised not to. These videos ARE NOT be passed to any other person or social media.

**PAYMENT:**

**A £50 deposit is required at the time of booking a behaviour cancellation, deducted from the payment for your session. The remaining payment is required at the time of your session. The £50 is non-refundable if the session is cancelled within 24 hours of the agreed appointment time.** Payment in British Pounds Sterling (GBP). No refunds will be given once training commences. Dog-Panions is a fully insured pet behaviour and training business.

**I agree to the above conditions as set out by Dog-Panions Behaviour and Training services;**

Owners Signature: .....Print Name.....Date: .....