

Dogs Trust Terms and Conditions of booking: Community Behaviour Support Services



1. Behaviour Support Package

Details of your Behaviour Support Package and the fee we charge are set out in the email you received following our initial contact. If you have any questions about your Behaviour Support Package or the fee, please contact us using the contact details in the email and set out below.

2. Cancellation and refunds

You have the right to cancel your Behaviour Support Package within 14 days from the day we confirm your booking without giving any reason. For example, if we confirm your booking on 1 July you have until 15 July to cancel.

To exercise the right to cancel, you must inform us of your decision to cancel by sending an email to this email address: tb.bookings@dogstrust.org.uk, giving us your full name, address and dog's name. We will give you a full refund to the same bank account you used to make the payment. It may take up to 14 days for the refund to credit your bank account.

If you wish to cancel your Behaviour Support Package after 14 days from the day we confirm your booking you shall not be eligible for a refund unless:

- The dog passes away.
- We agree to change an in-person appointment to a virtual appointment. In this instance, you will be issued with a partial refund for the difference between the cost of an in-person visit and a virtual visit.

Where you attend your first appointment within 14 days of the date of your booking, you waive your right to cancel and receive a full refund. In these circumstances, you will be charged for the appointment you have attended and receive a pro-rata refund on the basis of the total fee paid and the services provided to you. As the first appointment is in-depth and longer than the follow-up appointments, the refund shall be 40% of the fee paid.

Please note that no refund will be issued if the dog's behaviour issues are not reduced or resolved during the period of support provided by your Behaviour Support Package. Behaviour change is a gradual process, which takes time and depends upon many factors. Every dog is an individual and the length of time to change behaviour, and to what extent, will vary from dog to dog and on a case-by-case basis.

3. Rescheduling your appointment

If you need to reschedule your Behaviour Support appointment, please contact your Community Clinical Animal Behaviourist at least 3 working days before the day of your appointment, using the contact details provided in your confirmation of appointment email.

We reserve the right to cancel your Behaviour Support Package and no refund will be provided to you if:

- You fail to provide us with at least 3 working days' notice to reschedule an appointment on more than two occasions; **or**
- You reschedule the same appointment more than two times.

Note that our Community Clinical Animal Behaviourists are available for consultations between 9am – 5pm, Monday to Friday.

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4. Failing to attend an appointment

We operate a 15-minute 'grace period' for all Behaviour Support appointments – both in-person and virtual. The 15-minute 'grace period' starts at the confirmed appointment time. For example: An appointment is confirmed for 10am. The grace period extends to 10.15am.

If you fail to attend your Behaviour Support appointment by the end of the 'grace period', we shall cancel the appointment and notify you.

It is your responsibility to contact us to reschedule a missed appointment. We will not contact you.

If you fail to attend two appointments, we shall cancel your Behaviour Support Package and no refund shall be provided to you.

*Missed appointments and rescheduling appointments at short notice cause us additional administrative costs and, more importantly, mean that the slot cannot be offered to another dog in need. Over an average year, missed and rescheduled appointments prevent us from helping an additional **234** dogs who need behaviour support.*

5. Changes we make to your appointments

Occasionally we may need to reschedule your Behaviour Support appointments due to unforeseen circumstances (such as staff illness or IT issues). We will contact you as soon as possible to notify you and reschedule the appointment.

In the unlikely event we are unable to provide the Behaviour Support Package to you and need to withdraw our services, we shall provide you with a refund less the cost of any services you have already received.

6. Privacy & Data Protection

We treat your personal information with care and respect your privacy. Dogs Trust processes personal information in accordance with the Privacy Policy set out on our website here: www.dogstrust.org.uk/privacy and the consent form you completed when you applied to the Behaviour Support programme.

We will use your information to provide the Behaviour Support Package to you. This includes contacting you and your Veterinary Practice. Our legal basis for processing your personal information in this way is the performance of a contract and legitimate interest.

We won't contact you for any purpose other than in relation to the Behaviour Support Package unless you already receive other types of communications from Dogs Trust. You can opt out of these or change your preferences at any time by phoning 0207 837 0006 or visiting us at: www.dogstrust.org.uk/keepintouch.

7. Disclaimer and Liability

Dogs Trust does not make any guarantee or promise that your dog's behavioural issues can be resolved during the period of support provided in your Behaviour Support Package, and Dogs Trust, to the extent permissible under the law, shall not be liable for any loss or damages caused as a result of Dogs Trust providing the Behaviour Support Package to you.

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8. Contact Details

If you have any questions about our Behaviour Support services (including any complaints or concerns), you can call us on 0330 1755 122 and one of our friendly advisors will be more than happy to help you. Our phone lines are open seven days a week including Bank Holidays from 9am to 5pm.