

Dogs Trust Terms and Conditions of booking: Behaviour Services



These Terms and Conditions apply to all Behaviour Services provided by Dogs Trust, including specialist behaviour package, reactive dog package, and 1 to 1 behaviour training sessions. By booking any of our services, you agree to the terms outlined below.

1. Booking and fees

Details of your booking, including the nature of your service, and the fee we charge, are set out in the email you receive following our initial contact.

If you have any questions about your booking or the fees, please contact us using the contact details provided in your confirmation email or as set out in the contact section.

2. Cancellation and refunds

2.1 Cancelling within 14 days

You have the right to cancel your booking within 14 days from the date of payment and receive a full refund.

- For example, if you make a payment on 1 July, you have until 15 July to cancel.
- You must inform us of your decision to cancel by sending an email to behaviourbookings@dogstrust.org.uk and giving us your full name, address and dog's name.

If you attend a service within this 14 day period, you waive your right to cancel and receive a full refund in the following ways:

- Specialist behaviour package: In these circumstances, you will receive a pro rata refund of the fee paid. This refund shall be 35% of the fee paid.
- Group Classes: If you attend or miss a class/session within 14 days, no refund will be issued.

2.2 Cancelling after 14 days

After 14 days from the date of payment, no refunds will be issued unless:

- Your dog has passed away
- A member of the Behaviour Services team determines your dog is unsuitable or unable to cope with a session. In this event, you will receive a pro-rata refund on the basis of the total fee paid and the services provided to you.

No refunds will be provided for any sessions or classes you have attended or missed.

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

2.3 Refund Summary Table

Service Type	Cancellation Timing	Refund Rights
Behaviour Services	Within 14 days, no appointment attended	Full refund

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Service Type	Cancellation Timing	Refund Rights
	Within 14 days, the appointment attended	No refund
	After 14 days	No refund (unless for reasons stated under section 2.2)

3. Rescheduling your appointment

- You must contact us at least three working days before your scheduled appointment.
- If you fail to provide three working days' notice on more than two occasions or reschedule the same appointment more than twice, your behaviour services package may be cancelled with no refund.
- For in person services, if your dog is unwell or comes into season, please contact us as soon as possible to reschedule.
- Missed appointments cause administrative burdens and reduce our capacity to support other dogs.

4. Failing to attend an appointment

- We operate a 15-minute 'grace period' for all Behaviour Services' appointments. For example, an appointment is confirmed for 10am, which means the grace period extends to 10.15am.
- If you fail to attend your Behaviour Services' appointment by the end of the 'grace period', the appointment will be cancelled.
- It is your responsibility to contact us to reschedule a missed appointment.
- If you fail to attend two appointments, your behaviour services package will be cancelled, and no refund shall be provided to you.

5. Changes initiated by Dogs Trust

In rare cases, we may need to reschedule your Behaviour Services' appointments or sessions due to unforeseen circumstances (such as staff illness or operational issues). In such cases, we will notify you and reschedule the appointment/session.

If we are unable to provide the service you booked, we will issue a refund less the cost of any services already delivered.

If a group class or 1 to 1 behaviour training session cannot take place in person, it may be held online. These sessions are non-refundable and cannot be rescheduled.

6. Health and attendance requirements

- All dogs attending in-person group packages or one to one training sessions must be fully vaccinated.
- Each dog must have a dedicated handler over the age of 18.
- You may attend with more than one dog, but each must be booked separately, and each must have their main handler present at the session.

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7. Behaviour expectations and liability

We aim to support you and your dog with behavioural and training goals, but we do not guarantee specific results. Behaviour change takes time and depends on many factors.

There is always a risk of infectious disease transmission (e.g., kennel cough) in group settings. By attending, you accept this risk.

Dogs Trust shall not be liable for any injury, illness, loss, or damage arising from participation in Behaviour Services or Training Sessions, to the extent permitted by law. You remain responsible for your dog at all times.

8. 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.

We use your information to:

- Provide and manage your Behaviour Services' package and/or training sessions.
- Communicate with 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 other purposes 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 **0303 003 0000** or visiting us at www.dogstrust.org.uk/keepintouch.

9. Contact Details

If you have any questions about our Behaviour Services (including any complaints or concerns), you can:

- Call us on 0330 1755 122 or
- Email: behaviourbookings@dogstrust.org.uk

Our phone lines are open from 8.30am to 7.30pm, Monday to Friday, and 8.30am to 5.00pm on weekends and bank holidays.