

# Guidelines and Terms & Conditions for Behaviour & Training 1-2-1 Sessions

**By making a booking, you the client acknowledge that you have read, understood and fully accept our terms and conditions as detailed below:**

*In the following, “We”, “Us” and “Our” refers to J Murray Dog Training. “JMDT” is an abbreviation of J Murray Dog Training. “You” refers to you the client.*

## A Guide To Your Session

A behavioural consultation helps to identify the underlying motivation and stimulus for unwanted behaviour. A programme will be devised for yours and your dog's needs based on behavioural diagnosis and specific to your requirements to help you manage and modify this behaviour.

### Prior to Your Session

- Unlike group classes which operate at fixed weekly timeslots, 1-2-1 behaviour and training consultations are booked on a case by case basis through our general [Get In Touch](#) form page – please complete the contact form giving details of your dog's training needs. We aim to respond to your enquiry within 48 hours.
- Upon receiving your contact form submission, we will issue you a behaviour/training assessment in the form of a short questionnaire about your dog, which aims to gain more insight into yours and your dog's specific training needs. We will also attempt to arrange with you a mutually convenient time for an initial phone or Zoom consultation (depending on your preference), during which we aim to discuss the details you have given in your assessment. (It's therefore extremely helpful if you can complete and send back your assessment as soon as you possibly can so it be reviewed in good time before your consultation).
- Following this initial consultation, you'll receive a brief summary and training plan proposal via email. If you wish to proceed, your trainer will be in touch to arrange your first session, if this has not already been agreed.
- **Please note that some behavioural issues are often complex and it is therefore necessary that any potential underlying medical condition or potential cause of pain that could be contributing to your pet's behaviour is ruled out by a qualified veterinarian prior to making a session booking.**

### Your Session

- Behaviour and training consultation sessions are conducted by Jennifer Murray.
- On occasion, consultations may also be attended by an assistant trainer. In these cases, you will be asked to approve this before your session.

- Training sessions will take place at your home or at a suitable agreed location, depending on the nature of the training (and in accordance with current Covid-19 restrictions. Please click here for more information regarding JMDT's operating standards regarding Covid-19). This will be agreed with you in your consultation. Practical aspects of the programme are included and will be demonstrated to you during your session.
- Please allow up to 2 hours for the consultation, depending on the session option you have chosen.

### After Your Session

- You will receive a specifically devised training and behaviour programme included within a report, explaining what is maintaining your dog's behaviour and outlining the steps required to change it as would have been discussed during your session. This will be forwarded to you within 7-10 days after your session, along with any help sheets that we feel may help. Aftercare support is provided for 8 weeks regarding the specific problem either by telephone or email. You are encouraged to liaise with me after the visit for ongoing support.

## Fees, Cancellations & Refunds

- Prior to your session, you will be invoiced by email for the services agreed upon during/following your phone or video consultation.

### Payment of Fees

#### **1-2-1s by the hour**

- 1-2-1 session hourly fees may be paid in person by cash or cheque made out to Jennifer Murray, or alternatively (and preferably) via BACS transfer – account details are given at the base of your invoice document.
- Payment (in whatever form) must be received no later than 24 hours after the scheduled training session start time. Failure to pay in a timely fashion will result in your agreed training programme being terminated.

#### **'Package' sessions**

- If booking a 'package' of sessions, the total fee must be paid prior to the first appointment and all sessions in a pre-paid package must be taken within 6 months of this date.
- Any parking expenditure or congestion charge incurred

by us in travelling to your session, if applicable, will be in addition to your training programme/session cost. There is no travel charge for journeys within 15 miles of Worcester Park (KT4 8XP), outside this radius there will be an additional charge of 30p per mile including return travel.

- There is a surcharge of £10.00 for appointments scheduled for after 5.00 pm on weekdays or on weekends.

#### Additional Sessions

- It may be necessary for the more complex issues, multiple behaviour problems or for where there are multi-dog households, that follow-up visits are recommended. Any follow-up visits, should they be required, will be charged accordingly and you will be advised in advance to the cost.

#### Cancellations

- Notice of cancellation must be given no later than 24 hours prior to the scheduled start of the relevant session. Cancellations requested later than this notice period will incur a cancellation charge of £20.00.

#### Refunds:

- Regrettably, refunds for home visits, once completed, cannot be given. Refunds may be given for package sessions not yet completed in the event that the animal has been rehomed and no longer in the owner's possession, or if the programme of sessions has been terminated by JMDT for reasons of referral to another party e.g. canine behaviourist. (Please note: in these cases, only sessions not yet completed will be refunded).

#### **Disclaimer:**

- Animal aggression (at any level and to any extent) can cause injury, including fatal injury, to other animals and people. Treatment for any level of aggression is not a guarantee of success and modifying behaviour does not ensure that the aggression will be successfully controlled. It is the responsibility of the owner to ensure that their pet does not harm in the future. Precautions may involve, but are not limited to, keeping a dog on lead, the use of a muzzle, informing others of the dog's aggressive tendencies, not mixing with certain types of people or other dogs, or confinement behind fencing and doors. Owners remain responsible for their dogs at all times and are advised they have adequate pet or household insurance cover for liability in the unlikely event of damage or injury caused by their dog to property or to a third party. It is strongly recommended that your dog is insured for third party liability with or without vet cover.
- Cases of aggression in dogs may be symptomatic of more complex behavioural and psychological issues for which a qualified behaviourist may be required. **J Murray Dog Training reserves the right to decline any cases, such as those of extreme aggression.** In such cases, where possible we will provide details of a qualified

behaviourist and refer you to them.

- **JMDT reserves the right to terminate any agreed programme of behaviour and training sessions** if we feel your dog's issue would be better handled by a behaviourist. In these cases, refunds may be issued at the discretion of JMDT.