

## **Nature's Therapies Animal Behaviour**

### **Terms & Conditions**

Thank you for choosing Nature's Therapies Animal Behaviour to help you with your pet!

Please find detailed my terms and conditions for your information:

- 1) Bookings
  - a. Payment
  - b. Cancellations
- 2) Appointment start times
- 3) Behaviour consults & Support sessions
- 4) Training 121's
- 5) Reiki Therapy
- 6) Use of photos & videos
- 7) Write ups
- 8) Products
- 9) Complaints

## **1) Bookings.**

Booking appointments can only be made directly through Lizzie Marden (owner) and can be achieved via phone call, text, email, WhatsApp, Facebook, Instagram or TikTok.

Upon booking you will receive an email or message confirming your booking date, time and location.

### **a. Payment**

Payment is due for the session upon booking and must be paid in full by 48 hours before the scheduled appointment date.

Payment can be made via bank transfer or by card via a secure payment link that will be sent with your booking confirmation invoice.

In some cases, a cheque may be accepted and if agreed this needs to be posted to Lizzie, arriving to be banked by 48 hours before the scheduled appointment date.

Lizzie will not come out to an in person session or start a video call for an appointment where payment has not been received in advance.

### **b. Cancellations**

48 hours' notice is required for all booking cancellations without charge.

24 hours' notice (notice given before 7pm the day before the scheduled appointment) = 50% payment due.

Same date of appointment notice = 100% payment due.

Where possible, for less than 48 hours' notice, Lizzie will provide support via email or WhatsApp message in place of the appointment – send your questions and updates and Lizzie will reply in kind.

If your animal becomes injured, ill - especially if it's contagious, or they have fleas please contact Lizzie asap to move your session to a video call consult instead. If you fail to provide this information, Lizzie retains the right to cancel the session upon arrival with full payment still being taken. This is in order to keep everyone safe.

If Lizzie needs to cancel the session, other than due to the reasons stated above, then you will be rescheduled at the earliest convenience and payment transferred to that session, or you can choose to cancel and receive a full refund.

## **2) Appointment times.**

Please ensure to arrive on time for your appointment and wait as per instructed by Lizzie. If on location, do not start walking around with your animal before Lizzie's arrival, this is to prevent trigger stacking your animal before the session has begun.

If you are running late, please message/ call Lizzie to make her aware. Sessions will still need to finish at the scheduled end time.

Lizzie will wait for 15 minutes at an appointment, unless contacted by you, and will try to reach you by the contact details provided. If after 15 minutes you haven't been reached, the appointment will be considered cancelled and full payment will be taken.

Due to the nature of Lizzie traveling to her clients, she may on occasion be stuck in traffic and so late arriving to you – in these circumstances Lizzie will make you aware of her ETA and where possible you will still be given your full session time or offered more time on a future appointment to compensate.

## **3) Behaviour consults & support sessions.**

Initial Consults are 90 minutes in duration. During the booking process Lizzie will ask questions to ascertain whether the appointment can be done in person or whether it needs to be done via video call, please be honest if your pet struggles with people.

A video call for the initial consult may be necessary to ensure that your animals needs are met with, what they can currently cope with, or due to the nature of the problem being experienced. This is done to protect your animal from further trauma that an in person session would cause. If upon arrival or during the session it becomes apparent that your animal cannot cope with an in person session then Lizzie will terminate the session with immediate effect and you will need to rebook at further cost.

Behaviour support sessions are 30-60 minutes in duration. The session will only last for as long as the animal can cope for in order to prevent worsening the issue.

You are responsible to wear suitable clothing for the activity and required to bring your own treats, poo bags, water and suitable walking equipment for your animal during the session – aversive equipment and tools will not be tolerated, including but not limited to shock/ e-collars and choke chains.

#### **4) Training 121's.**

Training 121's are 60 minutes in duration. The session will only last for as long as the animal can cope for in order to prevent any stress, anxiety or injury.

In a block booking, 48 hours' notice for cancellation without charge is required for each appointment booked.

You are responsible to wear suitable clothing for the activity and required to bring your own treats, poo bags, water and suitable walking equipment for your animal during the session – aversive equipment and tools will not be tolerated, including but not limited to shock/ e-collars and choke chains.

#### **5) Reiki Therapy.**

Reiki appointments are 45 minutes long with sessions generally lasting around 30 minutes in duration. Sessions will only last for as long as the animal can cope, in order to maintain high levels of welfare. It may take a few sessions for the animal to feel comfortable with a full 30 minute session.

Sessions take place in the animals home environment. You are responsible for providing a safe working environment for Lizzie and your animal for the treatment.

#### **6) Use of photos & videos.**

By making a booking with Nature's Therapies Animal Behaviour, you are giving permission for Lizzie to use any photos or videos taken during your sessions, or sent in by you, on Nature's Therapies Animal Behaviour's social media platforms, on or with products (including Masterclasses) made or linked with Nature's Therapies Animal Behaviour and in advertisements for the business.

If you do not wish to give permission for this use, please email Lizzie on [liz@ntanimalbehaviour.co.uk](mailto:liz@ntanimalbehaviour.co.uk) with the following statement to make her aware in writing:

*"I do not give permission for photos or videos of my animal to be used by Nature's Therapies Animal Behaviour".*

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## **7) Write ups**

Following a behaviour consult, a full behaviour report will be provided. After this behaviour support session notes will be added to your plan and/ or sent via WhatsApp.

Following the initial training 121, a training guide will be provided. After this you are responsible for making your own notes during the sessions.

Reiki therapy notes can be provided upon request for the use of a vet or other professional working with your animal. You are encouraged to make your own notes.

Please be aware that it can take up to 2 weeks for write ups to arrive with you via email.

## **8) Products.**

Masterclasses are non-refundable upon purchase.

Refunds for products will only be issued if damaged during transit by the courier – photographic proof needs to be provided via email to: [liz@ntanimalbehaviour.co.uk](mailto:liz@ntanimalbehaviour.co.uk) along with your payment receipt.

## **9) Complaints.**

If you need to make a formal complaint about Lizzie, the services or any volunteers/ students attending one of your appointments, please contact Lizzie directly to discuss the issue via email: [liz@ntanimalbehaviour.co.uk](mailto:liz@ntanimalbehaviour.co.uk)

Allow for 5 working days for replies and please keep the complaint respectful and constructive. As part of your complaint please provide details of how you would ideally like this resolved.

*Lizzie Marden – Owner of Nature's Therapies Animal Behaviour*

07738 268400 | [liz@ntanimalbehaviour.co.uk](mailto:liz@ntanimalbehaviour.co.uk) | [www.ntanimalbehaviour.co.uk](http://www.ntanimalbehaviour.co.uk)

