

Animal Agency - Giving Animals
a Voice in their Training

Terms & Conditions

The A.B.C. – The Animal Behaviour Consultant

Effective Date: 11th July 2026.

These Terms & Conditions apply to services and programmes provided by The Animal Behaviour Consultant (The A.B.C.) ("we", "us" or "our").

By booking an appointment, purchasing a service, registering for Vet Ready®, or booking a place on a group training course, you agree to the relevant terms set out below.

Some sections apply only to particular services or programmes. Where this is the case, the relevant section will be identified.

1. Services

The A.B.C. provides professional behaviour consultations, behavioural assessments, therapeutic diet consultations, individual animal training, clinical husbandry and veterinary preparation training, educational resources and group training classes.

We also provide Vet Ready®, an educational programme designed to help guardians develop communication, confidence and cooperative care skills to support more positive veterinary experiences for their animals.

Advice and training recommendations are tailored to the individual animal and based on the information available at the time.

2. Veterinary Involvement

Behavioural problems may have underlying medical causes.

Where appropriate, we may recommend that your veterinary surgeon investigates or rules out medical conditions before or during behavioural treatment.

You agree that relevant information may be shared with your veterinary practice where

necessary for your animal's welfare and with your consent.

Our services do not replace veterinary diagnosis, treatment or medical advice.

3. Client Responsibilities

You agree to:

- Provide accurate and complete information about your animal's history, health and behaviour.
- Disclose any previous incidents involving aggression, biting or other safety concerns.
- Follow all relevant safety advice provided during consultations or training.
- Ensure that other members of your household understand and follow the agreed behaviour or training plan where appropriate.
- Supervise children and vulnerable individuals around animals at all times.
- Inform us of any significant changes in your animal's health, behaviour or circumstances that may affect participation.

Failure to provide accurate or relevant information may affect the advice or training provided and may result in services being withdrawn where necessary.

4. Behaviour Modification and Training Outcomes

Animal behaviour and learning cannot be guaranteed. Progress depends on a range of factors, including:

- The animal's health and welfare.
- Previous learning and behavioural history.
- Consistency of implementation.
- Environmental circumstances.
- The individual animal's emotional state and ability to participate.
- The guardian's ability to implement the agreed recommendations.

While every effort is made to support positive outcomes using ethical, evidence-based methods, no guarantees or warranties are given regarding specific behavioural or training outcomes.

5. Humane Training Methods

We recommend ethical, welfare-focused and evidence-based behaviour modification and training techniques.

Methods involving intimidation, fear, unnecessary punishment or physical force are **not**

supported.

Our approach prioritises the animal's welfare, emotional wellbeing, communication, choice and ability to participate voluntarily wherever possible.

6. Safety and Animal Welfare

Owners and guardians remain legally responsible for their animals at all times.

You are responsible for ensuring that your animal is appropriately restrained, supervised and managed during consultations, training sessions and group classes.

If we believe that an appointment, training session or activity cannot continue safely or appropriately, we reserve the right to pause, modify or end the activity.

Where necessary, we may recommend veterinary assessment or individual training before an animal takes part in a particular activity.

7. Appointments

Appointments are confirmed once a booking has been accepted.

Please ensure that relevant decision-makers within the household attend where possible. Late arrival may reduce the available consultation or training time.

Any preparation requirements or information needed before an appointment will be communicated at the time of booking.

8. Fees and Payment

Fees are payable as stated at the time of booking or purchase.

Payment arrangements will be confirmed before the service or course begins.

Payment must be received in accordance with the agreed booking arrangements. Outstanding balances may result in the cancellation or suspension of future appointments or services.

Where services are delivered collaboratively by independent trainers or providers, each provider may have separate booking, payment and contractual arrangements. These will be explained before booking.

9. Cancellations and Rescheduling – Individual Appointments (not Group Classes)

Appointments cancelled with at least 48 hours' notice may be rearranged, subject to availability.

Appointments cancelled with less than 48 hours' notice may incur the full consultation or appointment fee.

Failure to attend without notice will normally result in the full fee being payable.

We reserve the right to reschedule appointments due to illness, emergency or circumstances beyond our control.

Any statutory cancellation rights that apply to your booking remain unaffected by these terms.

10. Reports and Follow-Up Support

Written reports are intended solely for the client and, where authorised, the referring veterinary surgeon.

Reports remain our intellectual property and must not be altered, reproduced or distributed without written permission.

Follow-up support is provided only within the period specified for the chosen service.

11. Therapeutic Diet Consultations

Nutritional advice is intended to support behavioural and general wellbeing. Dietary recommendations do not replace veterinary diagnosis or treatment. Nutritional Therapeutic Nutrition Plans are provided via veterinary review.

Owners should consult their veterinary surgeon before making dietary changes where an animal has an existing medical condition or is receiving medication.

12. Online Consultations and Services

Clients are responsible for ensuring they have suitable internet access and equipment.

We are not responsible for technical issues beyond our control that interrupt an online consultation or service. Where a significant technical issue prevents a consultation from taking place, we will consider reasonable arrangements to reschedule.

Vet Ready® Programme

13. Vet Ready® – Programme Participation

Vet Ready® is an educational programme provided by The A.B.C. to help animal guardians develop communication, confidence and cooperative care skills in preparation for veterinary care.

The programme is provided free of charge. Registration provides access to the programme materials and learning opportunities made available to participants.

Participation is voluntary. Guardians are responsible for working at a pace appropriate to their individual animal and should not attempt to progress an activity if the animal is

uncomfortable, distressed or unwilling to participate.

The programme is educational and does not constitute individual veterinary advice, diagnosis, treatment or a substitute for professional behavioural support where this is required.

We may update, amend or reorganise programme content, learning materials and delivery arrangements where necessary.

14. Vet Ready® – Participation and Welfare

Vet Ready® promotes positive reinforcement, communication, choice and cooperative participation.

The programme does not require animals to tolerate procedures, handling or training activities against their wishes.

Guardians are responsible for observing their animal's responses and stopping or adapting activities where necessary.

Skills may develop at different rates. Completion of programme modules does not guarantee that an animal will be comfortable with every veterinary procedure or examination.

Where an animal has significant fear, anxiety, aggression, pain or other welfare concerns, individual behaviour modification support and veterinary input may be more appropriate.

15. Vet Ready® – Awards and Assessment

Vet Ready® is free to access. Applying for an award or certification is optional and is separate from participation in the programme.

Participants may choose to submit a portfolio of video evidence for assessment against the relevant award criteria.

The Foundation, Essentials and Advanced Awards have separate learning and evidence requirements. The applicable criteria will be made available to participants.

The Awards assessment and certification fees are listed on the Vet Ready® Awards and Certification page of the website.

Payment of an assessment fee does not guarantee that an award will be achieved. Certification is awarded only where the submitted evidence meets the relevant assessment criteria.

Where evidence does not meet the criteria, further practice or additional evidence may be requested. Assessment decisions are based on the submitted evidence and the published criteria.

Award assessment evaluates the animal's demonstrated skills and cooperative participation. It is not an assessment of forced compliance or an expectation that an

animal must tolerate handling against their wishes.

16. Vet Ready® – Video Evidence and Permissions

Participants may be asked to submit video evidence for optional award assessment.

Video evidence submitted for assessment will be used for the purpose of reviewing the submission and recording the assessment outcome. Submission for assessment does not automatically give The A.B.C. permission to publish or share that video publicly.

Any permission to use video material on The A.B.C.'s website, YouTube channel or social media will be requested separately.

Participants are responsible for ensuring that any other identifiable individuals appearing in submitted videos have given appropriate permission.

Further information about the handling, storage and use of personal information and video evidence is provided in our Privacy Policy.

17. Vet Ready® – Programme Access and Materials

Programme materials, videos, handouts, learning resources and assessment documents are provided for the personal educational use of registered participants.

Materials must not be copied, reproduced, redistributed, published or used commercially without written permission from The A.B.C.

Access details provided following registration are intended for the registered participant and should not be shared with others.

Group Dog Training Classes

18. Group Classes – Booking and Course Structure

Group training classes are offered as structured courses, which may include practical field-based sessions and supporting online learning materials.

Course dates, times, locations, fees, trainers and any specific course requirements will be provided at the time of booking.

Places are limited and confirmed once the booking and payment arrangements have been completed.

Where classes are delivered collaboratively by The A.B.C. and another independent trainer, each trainer may have separate contractual and payment arrangements. The relevant arrangements will be explained before booking.

19. Group Classes – Suitability and Participation

Group classes are intended for dogs who are considered suitable for the activities and group environment being offered.

You must provide accurate information about your dog's health, behaviour, previous training experience and any relevant concerns when booking.

You must inform the trainers before the course begins if your dog has a history of aggression, biting, significant fear, reactivity or other behaviour that may affect safe participation.

We reserve the right to recommend individual training, additional preparation or an alternative course where a group environment is not appropriate for a particular dog.

Participation in a group class does not guarantee that every exercise will be suitable for every dog. Trainers may adapt activities to support individual welfare and safety.

20. Group Classes – Vaccination and Health Requirements

Dogs attending group classes must have completed their primary puppy vaccination course before attending, unless otherwise agreed in writing following appropriate veterinary advice.

Dogs must be sufficiently well to participate. Please do not bring a dog who is unwell or showing signs of a potentially infectious condition.

You must inform the trainers of any relevant health concerns, injuries or changes in your dog's condition.

Where necessary, we may ask you to seek veterinary advice before your dog returns to class.

21. Group Classes – Guardian Responsibilities and Safety

You remain responsible for your dog throughout the class, including during arrival, departure, breaks and periods when exercises are not taking place.

You agree to:

- Keep your dog under appropriate control and follow the trainers' safety instructions.
- Use suitable equipment and secure leads as directed.
- Maintain appropriate distance from other dogs and people.
- Prevent unwanted approaches or interactions with other dogs.

- Supervise your dog at all times.
- Follow instructions about where and when dogs may be exercised or moved around the training area.
- Inform the trainers immediately if you have concerns about your dog's welfare or the safety of another participant.

Children attending must be supervised by a responsible adult at all times.

The trainers may pause, adapt or end an activity if they believe it is necessary for the safety or welfare of any dog or participant.

22. Group Classes – Course Fees and Cancellations

Course fees and payment arrangements will be stated at the time of booking.

A 14-day cooling-off period will apply where required by applicable consumer law to bookings made at a distance or away from business premises. Any request to begin a service during this period, and the effect this may have on cancellation rights, will be explained where relevant.

If you cancel your course booking after the applicable cooling-off period, but before the course begins, the following cancellation arrangement will apply:

- Where cancellation is made within the two weeks immediately before the course start date, a 50% refund of the course fee will be offered.
- Where cancellation is made earlier than two weeks before the course start date, the refund position will be considered in accordance with applicable consumer law and the circumstances of the booking.

This policy reflects the limited time available to offer a cancelled place to another participant.

If your dog becomes ill and is unable to attend, we may, at our discretion, offer to transfer your booking to a future course rather than provide a refund. This will depend on the circumstances and availability.

Missed individual sessions within a course are not normally refundable or transferable.

Nothing in this section affects any statutory rights you may have.

23. Group Classes – Changes and Cancellation by the Organisers

We reserve the right to reschedule or cancel a class where necessary due to severe weather, unsafe ground conditions, trainer illness, emergencies or other circumstances beyond our reasonable control.

Where a session is cancelled by the organisers, we will communicate the arrangements for a replacement session or other appropriate resolution.

If a course cannot proceed, we will explain the available options to affected participants.

24. Group Classes – Weather and Outdoor Training

Where classes take place outdoors, sessions may be affected by weather and ground conditions.

The trainers will decide whether conditions are suitable and safe for the class to proceed.

Participants should wear suitable clothing and footwear and bring any equipment specified before the session.

25. Group Classes – Training Methods and Conduct

Group classes are conducted using ethical, welfare-focused and evidence-based training methods.

Participants are expected to treat other dogs, guardians, trainers and members of the public respectfully.

The use of intimidation, physical punishment, aversive equipment or methods intended to cause fear or discomfort is not permitted during class activities.

We reserve the right to ask a participant to stop an activity or leave a session if their conduct, training methods or failure to follow safety instructions compromises the welfare or safety of others.

General Terms

26. Online and Educational Content

Information provided through our website, online learning materials, handouts, videos and other educational resources is for general educational purposes.

It should not be considered a substitute for individual behavioural or veterinary advice.

27. Limitation of Liability

Nothing in these Terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any rights you have as a consumer under applicable law.

Subject to the above, we are not responsible for injury caused by an animal's behaviour, damage to property or losses arising from circumstances outside our reasonable control, including where a participant fails to follow reasonable safety instructions or provides inaccurate or incomplete information.

You remain responsible for your animal and for taking reasonable steps to manage foreseeable risks.

28. Intellectual Property

All reports, handouts, behaviour plans, website content, photographs, videos, programme materials, course resources and educational documents remain the intellectual property of The A.B.C. unless otherwise stated.

They may not be copied, reproduced, distributed, adapted or used commercially without written permission.

29. Website Use

Information provided on our website is for general educational purposes only.

Website content should not be considered a substitute for individual behavioural or veterinary advice.

30. Privacy

Personal information is handled in accordance with our Privacy Policy.

Our Privacy Policy explains how we collect, use, store and protect personal information relating to consultations, services, Vet Ready® registration and participation, award submissions and group training bookings.

Where optional permissions are requested, such as permission to share video evidence publicly or to include an aggregate participant count in information shared with a veterinary practice, these will be dealt with separately.

31. Changes to These Terms

We may amend these Terms & Conditions from time to time to reflect changes to our services, programmes, operational arrangements or legal requirements.

The latest version will be made available on our website. Where a change materially affects an existing booking or agreed service, we will communicate the relevant change where appropriate.

32. Governing Law

These Terms are governed by the laws of England and Wales.

Any disputes shall be subject to the jurisdiction of the courts of England and Wales, subject to any applicable consumer rights.

Contact

The Animal Behaviour Consultant (The A.B.C.)

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