



Animal Agency - Giving Animals
a Voice in their Training

Terms & Conditions

Effective Date: 11th July 2026

These Terms & Conditions apply to all services provided by The Animal Behaviour Consultant – (The A.B.C) ("we", "us", "our"). By booking an appointment or purchasing any service, you agree to these Terms.

1. Services

We provide professional behaviour consultations, behavioural assessments, therapeutic diet consultations, educational resources and related services for companion animals.

Advice is tailored to each individual animal based on the information available at the time of consultation.

2. Veterinary Involvement

Behavioural problems may have underlying medical causes.

Where appropriate, we may request 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.

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 or biting;
- follow all safety advice provided during consultations;
- ensure all members of the household understand and follow the agreed behaviour plan where appropriate;

- supervise children and vulnerable individuals around animals at all times.

Failure to provide accurate information may affect the advice given and may result in services being withdrawn.

4. Behaviour Modification

Animal behaviour cannot be guaranteed.

Success depends on many factors including:

- consistency of implementation;
- the animal's health;
- previous learning history;
- environmental factors;
- owner commitment.

While every effort is made to improve behaviour using evidence-based methods, no guarantees or warranties are given regarding specific outcomes.

5. Humane Training Methods

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

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

6. Safety

Owners remain legally responsible for their animals at all times.

You are responsible for ensuring that your animal is appropriately restrained or managed during consultations where necessary.

If we believe a consultation cannot continue safely, we reserve the right to end the appointment immediately.

7. Appointments

Appointments are confirmed once booking has been accepted.

Please ensure all relevant decision-makers within the household attend where possible.

Late arrival may reduce consultation time.

8. Fees and Payment

Fees are payable as stated at the time of booking.

Payment must be received before reports or follow-up services are provided unless

otherwise agreed.

Outstanding balances may result in cancellation of future appointments.

9. Cancellations and Rescheduling

Appointments cancelled with at least 48 hours' notice may be rearranged.

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

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 or reproduced without written permission.

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

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

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.

13. Limitation of Liability

To the fullest extent permitted by law, we shall not be liable for:

- injury caused by an animal's behaviour;
- damage to property;
- financial losses arising from implementation of recommendations;
- indirect or consequential losses.

Nothing in these Terms excludes liability where exclusion is prohibited by law.

14. Intellectual Property

All reports, handouts, behaviour plans, website content, photographs, videos and educational materials remain the intellectual property of The Animal Behaviour Consultant (The A.B.C)

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

15. Website Use

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

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

16. Privacy

Personal information is handled in accordance with our Privacy Policy.

By booking our services you consent to the collection and processing of your personal data as described in that policy.

17. Changes to These Terms

We may amend these Terms & Conditions at any time.

The latest version will always be available on our website.

18. Governing Law

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

Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Contact

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

Website: www.theanimalbehaviourconsultant.co.uk

Email: animalbehaviour@icloud.com