

Client Agreement

The following agreement is applicable to all behaviour advice and work, courses, online and one-to-one training, equipment and other services relating to and supplied by Control the Meerkat and the owner/any handler of the pet.

Attendance at any appointment or class signifies your acceptance of these.

Packages

Control the Meerkat offers three behavioural packages: Bronze, Silver and Gold. Details of the services included are outlined on the website and invoice.

If a CAB or REHAB trainer needs to visit in person and the client is located outside a 30-mile radius, the client will be required to pay an additional 45p per mile beyond the 30-mile limit, applicable for both the journey to and from the client's location. The standard packages only include services within a 30-mile radius. Alternatively, the client has the option to schedule an online virtual visit for any session. By signing up, the client agrees to these terms.

Payment

Work created by Control the Meerkat is charged to the client at the agreed amount in writing at the time of quotation. To secure the consultation a non-refundable deposit is required within 48 hours of selecting a consultation date and time. In the event that a client is claiming behavioural treatment through an insurance provider, the policy excess and copayment (if applicable) will act as the deposit. Full payment is due one week prior to the consultation unless claimed through insurance.

Details regarding cancellation and refunds can be found on the Terms and Conditions.

Communication

Control of the Meerkat preferred method of communication is by email to the office to arrange any appointments or via the messaging systems in the community website <https://www.controlthemeerkat.com>. However, documents can be sent by traditional post if no email address is available. This will incur a postal fee to send through reports to the client at the current postal rate.

Control the Meerkat requests that the client provides regular behavioural updates and feedback by the methods of communication outlined in the agreement in order for the behavioural plan to be successful.

It is the responsibility of the client to request or book additional support with Clinical Animal Behaviourists or the Rehabilitation Team when required.

Control the Meerkat will endeavour to offer appointments within a reasonable time frame, minimising wait times where possible and provide clients sufficient notice. Correspondence regarding appointments will be delivered via Email/Website exchange and valid for 48 hours. If no

response is received during this time frame, Control the Meerkat will assume that the appointment is no longer required and cancel the provisional booking.

Provision of Information

The client is responsible for:

Any information regarding the pet's health and/or existing medical conditions/treatment must be disclosed prior to any consultation or training or supply of equipment. Health issues regarding you, or attendees should also be disclosed to avoid injury and other issues pertaining to the services/equipment supplied. If you fail to do this we cannot be held responsible or liable for any loss or harm.

Information regarding behaviour issues or current/prior legal issues in relation to your pet(s) MUST be freely and fully disclosed for example, fear, aggression, pet's previous behaviour history, criminal or civil proceedings etc. Failure to do so could result in serious harm to your pet, you the owner, your instructor or other members of the public and may result in legal action from ourselves or others. We will not be liable if you fail to disclose any such issues to us.

The client understands that Control the Meerkat must rely on the advice of your Vet wherever needed. You give consent for us to freely contact your Veterinary surgeon/practice/access records for your pet(s). That we work as sole practitioners in relation to training and behavioural advice, in conjunction with your Veterinary surgeon's medical advice and treatment, or advice or treatment from paraprofessionals in an unrelated field.

Should you choose to engage with another party for behaviour or training advice during our contracted service, we will consider this an immediate termination of our service without refund. If we agree to engage with another professional to support you, this must be discussed and agreed to fully between us, so any advice or treatment does not conflict

The client understands that full responsibility for any decisions surrounding the dog lies with them not Control the Meerkat.

Service Guarantee from Control the Meerkat

Control the Meerkat will guide, coach and support the client during the behavioural modification process. The advice is based on safety and wellbeing of both the family, public and dog as a whole and you understand this may involve difficult/ emotional discussion topics to be highlighted/ discussed in some cases to ensure the best suitable outcome for all involved.

The client understands that behaviour/ training is progressive based on your individual dog's pace and experiences and that it requires commitment to practise, rehearse and complete practices in your own time outside of the sessions to ensure that continual progress can be achieved.

Control the Meerkat cannot guarantee that this will work, as each animal is an individual case, nor is it possible to foresee if another problem may arise as a result of the treatment. All programs are

specific to a certain animal and should not be tried on any other pet, only the animal that the behavioural treatment was intended for.

Control the Meerkat will provide support via online materials, video consultation and in person rehabilitation sessions, as per the behavioural package purchased. The client understands and agrees to utilise the resources available from Control the Meerkat in order to achieve progress on the behavioural modification plan.

If circumstances arise that impact the behavioural modification plan or support needs to be requested, the client is to contact Control the Meerkat via the outlined methods of communication as soon as possible.

The client understands that if Control the Meerkat is not made aware of situations or challenges as they arise that no further support can be given. Control the Meerkat is not responsible for requesting updates, the responsibility is that of the client.

Complaints

1. We aim to provide a high level of service. If you do have an enquiry or complaint

regarding the goods provided by us, Control the Meerkat , then please address them in an email to Danielle Beck – hello@controlthemeerkat.com with the subject COMPLAINT.