

Terms and Conditions

Methods

1. Client agrees and accepts that Kat Smith does not and will never use shock, spray or prong collars or any other aversive training methods that cause fear or pain on the Client's pet (even if these methods are requested).

Liability

2. Kat Smith agrees to provide the services stated in this agreement in a reliable, caring and professional manner. In consideration of these services and as an express condition thereof, the Client expressly waives and relinquishes any and all claims against Kat Smith except those arising from negligence on the part of Kat Smith.
3. It is expressly understood that Kat Smith shall not be held responsible in any way for any damage to Client's property, or that of others, caused by the Client's pet.
4. The Client hereby confirms that unless otherwise confirmed in writing or that a behaviour plan is specified as part of the services provided: -
 1. the Client's pet(s) do not have any on-going medical issues of which Kat Smith should be aware – please do let us know if your pet is not fit to train due to illness or injury and the appointment can be rescheduled provided sufficient notice is given;
 2. that all vaccinations, flea and worming treatments for the Client's pet(s) are up to date; and
 3. that the Client's pet(s) are non-aggressive animals with no behavioural issues.
5. If Services are being provided in a public area, Clients are expected to clean up after their pets. All dogs must be kept under control and on leash in public areas (off lead only where specifically instructed). Client shall remain responsible for the conduct of the Client's pet at all times.
6. the Client agrees to be responsible for all costs (including, but not limited to, medical care, damage to property, solicitors fees, etc) if the Client's Pet(s) should injure Kat Smith, any other person or animal and hereby indemnifies Kat Smith against any and all claims by any person injured by the Client's pet(s).

Veterinary Care

7. Kat Smith shall not be responsible for diagnosis, prognosis, or making therapy decisions, nor does she offer veterinary services. Any veterinary/medical concerns will be referred to a veterinarian.

Concerns and Cancellation of Appointments

8. Client agrees to notify Kat Smith of any concerns/complaints within 24 hours of any appointments.
9. Clients must give a minimum of 24 hours' notice to cancel any appointments or the full amount will be collected unless waived by Kat Smith in her sole discretion.
10. No Shows - in the unlikely event that the Client is unable to attend the scheduled appointment and has not notified Kat Smith within the first 30min of the appointment start time, Client agrees that they will be marked as a "no show" and not eligible for a refund or free reschedule unless agreed by Kat Smith in her sole discretion. Should the Client wish to reschedule they will be required to rebook and in the case of consultations pay for the consultation fee again, in the case of training packages this session will have been deemed to have been used.

Payment and Fees

11. Payment shall be paid prior to services being provided into the bank details specified on the invoice.
12. In accordance with the Late Payment of Commercial Debts Act 1988 amended 1998 & 2002 Kat Smith reserves the right to impose a £2.50 initial late payment fee if a payment is more than three days overdue, then £0.50 charged on a daily basis from the fourth day until payment is received in full.
13. If you pay a deposit for the SuperPups Classes, you will need to ensure that the balance is paid by the date of the 3rd Information Class. If payment is not received – you will not be admitted to any further group classes or one to one video review sessions.

Expiration of Packages

14. When booking a package of sessions, all sessions must be used within 9 months from the date of the first session unless an extension has been agreed between Kat Smith and the Client in writing. Any sessions which have not been used before expiry will be forfeit and will not be eligible for a refund.

Amendments to Agreement and Termination

15. This agreement is valid for all future visits until a new agreement is signed and any changes to this agreement must be made in writing and signed by both parties.
16. Kat Smith reserves the right to terminate this agreement at any time, at her sole discretion. Client may terminate this agreement by providing one week's prior written notice.

Privacy Policy

17. **What information is being collected?**

Kats & Dogs will be collecting the following information from you

Name,

Address including postcode

Email address

Mobile Number

Pet Name and Date of Birth

18. **How is it collected?**

Information is provided to Kats & Dogs via completion of our online form for the initial consultation required for all clients.

19. **Why is it being collected?**

This information is needed in order to provide you with pet training or behavioural services and will be used in order to administer your account and to provide the products and services you have requested from us. Information will only be used for marketing if you have expressly consented for me to do so.

20. **Who will it be shared with?**

Your information will NOT be passed onto other third parties other than for the sole purpose of the administration of your account and will be limited to Square Up, Acuity Scheduling and QuickBooks Self Employed Accounting Software.

21. **What will we do with your information?**

I am required under UK tax law to keep your basic personal data (name, address, contact details) for a minimum of 6 years after which time it will be destroyed. Information that you have consented to used for marketing purposes will be kept with us until you notify us that you no longer wish to receive this information.

22. **What are your rights?**

If at any point you believe the information we process on you is incorrect you may request to see this information and even have it corrected or deleted. If you wish to raise a complaint on how we have handled your personal data, please email us at advice@katsanddogs.co.uk