



Kassie Woods BSc(hons), MSc, CCAB,
FHEA
www.surreydogbehaviour.com
kassiewoods@live.co.uk
07432125047

New Client Information

Behaviour History Form

Please complete the history form, if requested, and email it back to me before the consultation date. This gives me more time to prepare, and can save time during the consultation.

Initial Behaviour Consultation

The consultation will take place at your home or other preferred location, and primarily aims to assess your pet's behaviour to ensure a correct diagnosis. Consultations take approximately 2 hours. Your pet will be assessed via taking a detailed history and observing any relevant behaviours, where appropriate. You will be advised about what management and training will be involved within your specific training programme, and basic training will be demonstrated if suitable. Please advise me if your dog needs to be absent or separated during the consultation for safety reasons.

Behaviour Programme

After the initial consultation, a specific training programme will be recommended. The programme gives clear written guidance alongside practical training sessions to ensure the successful implementation of the management and training recommendations for your pet. The written programme will be emailed to you within 7 working days of the initial consultation, or after payment is received if this is later. Weekly email support is also provided.



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Training Sessions

Simpler training issues do not require an initial consultation; however, multiple sessions may be recommended to achieve successful progress. For practical sessions, please ensure you have any requested equipment and treats, as well as appropriate clothing if training outdoors.

Fees

All fees are payable via bank transfer before your appointment, unless otherwise agreed. Monies are non-refundable unless under extenuating circumstances agreed by myself.

An additional fee of £10 may be charged for mileage (per 10 miles). Weekend and evening appointments (after 5pm) have an additional £10 charge.

The written training programme will be emailed to behaviour clients within 7 working days of the initial consultation, or after payment is received if this is later.

Price

Behaviour

Bronze package: Initial consultation plus written report
£290

Silver package: Initial consultation, written report plus follow up session
£360

Gold package: Initial consultation, written report plus 4 follow up sessions
£580

Training

1 hour training session
£75

1 hour puppy Q&A



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£65
Block of 4 1 hour sessions

£290

Payment details

(Please put your surname or animal name as reference.)

Account name: Surrey Dog Behaviour

Account number: 10949793

Sort code: 04-00-03

Cancellation Policy

If you are unable to make an appointment, please let me know as soon as possible so that I can fill the appointment time.

In the case of cancellation, fees are transferable once via rebooking the appointment. A cancellation fee of 50% will be incurred for appointments cancelled under 48-hours' notice. The full fee is incurred for appointments cancelled under 24 hours.

Outdoor sessions are not generally cancelled due to poor weather, unless I agree that the weather is likely to be detrimental to the training session. The above cancellation fees apply if an appointment is cancelled by the client. However, if you have concerns please to ring to discuss this with me.

Training methods

Coercive or aversive methods will not be used when training, this includes equipment that sprays, shocks, startles, chokes or pinches the dog. The support I provide you to implement your training programme will not include any of these methods. Information and advice regarding appropriate and ethical training practices will be discussed with clients. Please see links below for further information.



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<http://www.abtcouncil.org.uk/images/EthicalDogTraining.pdf>
<http://www.dogwelfarecampaign.org/implications-of-punishment.php>
<http://www.imdt.uk.com/code-of-ethics.html>

Mailing list and data storage

Surrey Dog Behaviour will only process your personal information (which is collected when you begin classes, 1-1 sessions, or have a consultation) and includes your name, your pet's name, breed and age, address, telephone number, email address, and details concerning your pet - solely for our own records.

We will not share your information with any third-party companies. Your information is solely for the purposes of enabling me to gather information regarding your pet, contacting you in an emergency, informing you of date changes, and to email follows ups to classes and 121 sessions. Information may be shared with a Veterinary professional, but only with your permission.

Emails regarding new courses or workshops will be sent occasionally, if you do not wish to receive these emails, please let me know and you will be taken off the list.

We deal with your data as follows:

1. We will hold your personal information for 7 years for tax purposes. **Data can be removed upon request.**
2. Kassie Woods is the Data Protection Officer for Surrey Dog Behaviour and will ensure that all personal information supplied is held securely, in accordance with the Data Protection Act 1998.
3. We will provide a safe and secure experience for all clients of Surrey Dog Behaviour.
4. No profit is made by Surrey Dog Behaviour from holding the data outlined
5. We will ensure that the information you submit to us remains private and is only used for the purposes set out below.



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Fair Processing Principles:

- a. Your personal information is only processed with your knowledge.
- b. Only information that we need is collected and processed.
- c. Your personal information is only seen by those who need it to do their jobs.
- d. Permission will be obtained from you if anyone other than Surrey Dog Behaviour needs access for the benefit of your pet and their treatment.
- e. Your information is protected from unauthorised or accidental disclosure.
- f. Inaccurate or misleading data will be corrected as soon as possible.

Disclaimer

Whilst every care is taken, Kassie Woods, as part of Surrey Dog Behaviour cannot be held responsible for any loss, damage or injury to persons, property, or dogs during training sessions, or at any other time.

If you have any further questions, please don't hesitate to get in touch.

Thank you

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