

Terms and Conditions for Behaviour and Training Support

Prior to making any payment or booking, please read and agree to my terms and conditions as set out below. Your payment or booking signifies your acceptance of these terms, which apply to all private training and behaviour services offered by Charlotte Snape - Dog Wellbeing Consultant.

Vet Referral

- Behavioural support cannot be offered without vet referral.

This is important as any medical components which may be contributing to your dogs behaviour should be ruled out or addressed by your vet in the first instance, before implementing a Behavioural Modification Plan (BMP). This is both to protect your dogs welfare and also increase the likelihood of your BMP being successful.

- For some behaviours (particularly those which may be dangerous and / or stressful) it may be appropriate to involve a vet behaviourist. I understand this will be discussed with me at the time in such instances.

1:1 Appointments

1:1 appointments include (but are not limited to) Discovery, Treatment Plan Discussion, and Guidance Sessions.

- Where possible and appropriate, it is recommended for all members of the family to attend sessions.

This helps to ensure the understanding and cooperation of all household members, increasing the chances of successful outcomes from carrying out your BMP.

- Unless discussed in advance and agreed as appropriate with Charlotte, non-household members should not be present during sessions.
- All children attending sessions under 18 years of age must be accompanied and supervised by a responsible adult at all times.
- Sometimes it may not be appropriate for children to attend sessions due to the nature of discussions taking place. This decision is the responsibility of the parent to make.
- It is important that at least one adult is able to pay their full attention during sessions to discussions being had, instructions being given and / or practical training taking place.

It may be helpful to have more than one adult present to supervise children and / or other pets.

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Dog Wellbeing Consultant

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Charlotte Snape is an accredited PACT-KSA and ABTC registered dog trainer and a candidate member of the Fellowship of Animal Behaviour Clinicians (FABC)



- Dogs are not to be allowed to greet Charlotte at the front door.

Please prevent this using either of the below management strategies:

Option 1: Have one adult household member stay in the designated appointment room, holding your dog on lead, whilst the other opens the front door

Option 2: Close your dog behind a secure door or baby gate in any room apart from the designated appointment room, before opening the front door.

- All in-home visits must take place in a communal room.

Suitable rooms may include a kitchen diner, living or reception room but not a bedroom for example.

- Where possible, parking should be made available for Charlotte outside my home whilst attending appointments.

If a visitor permit is required, please have this ready for me to collect on arrival to put in my vehicle to prevent delay to your session.

- If, at any point during my session, it is deemed by Charlotte too dangerous to continue my appointment may be cancelled with immediate effect.

Working on your Behaviour Modification Plan

Charlotte proudly upholds the code of conduct as set out by PACT (Professional Association of Canine Trainers) – only using science-backed ethical and positive training methods. She will never use or encourage any of the following within her training methods:

- hitting
 - spraying
 - choke chains / E-collars / prong collars
 - tugging on the lead / correcting
 - shouting / use of stern tone
 - physical manipulation e.g. pushing dogs bottom down for a sit
 - rattle bottles / squirting water
 - force / intimidation
- Training my dog may require a certain level of physical fitness. I agree to take care for my own health and safety and of those around me when carrying out training tasks.

If you have any concerns about your own physical and / or mental capabilities in carrying out training tasks with your dog, these can be discussed when reviewing your BMP.
 - I must refrain from using any training techniques recommended by others (such as friends, family, or social media) which have not been recommended by Charlotte as part of my BMP – especially if these methods cause fear or discomfort to your dog. If found to be doing so, I understand my support plan may be immediately suspended.



- All written and recorded materials provided to me to support my dog's Behaviour Modification Plan, including information sheets and demo videos, are strictly for personal use and are not to be distributed to others.

Your dog's behaviour

- Animal behaviour can be complex and may be influenced by various factors, including external elements that may be challenging to control or predict. I therefore understand and accept that advice provided is based on professional judgment and ethical principles, but that no guarantees can be made regarding the specific outcomes of behaviour modification.
- Dogs displaying aggressive tendencies may require ongoing management to ensure the safety of both other dogs and people. I understand that owners play a crucial role in the successful implementation of these management strategies and must take responsibility for their consistent use.

Management strategies may include muzzling, maintaining control on a leash, and using barriers such as keeping your dog in a separate room or behind gates during appropriate times.

- No treatment can guarantee that a dog will never exhibit aggressive behaviour again.

As a minimum BMP's aim to enhance an owner's ability to understand and safely control their dog.

- Charlotte cannot assume responsibility for my dog's behaviour outside of scheduled appointments and that behaviour and incidents occurring beyond the scope of appointments are the sole responsibility of me as my dog's owner. I understand that Charlotte does not accept liability for any loss, damage, illness, or injury caused to individuals (including the me as the owner), other animals, handlers, spectators, or members of the public due to the actions or behaviour of the dog.
- In some situations, it may be appropriate to consider and discuss the re-homing of my dog in order to best protect their welfare. I understand the choice to re-home the dog rests entirely with me, the owner, and Charlotte does not bear any responsibility for this decision.

Video Recording / taking photos of your training

As part of your BMP, there may be instances where I request you to record elements of your training sessions with your dog for educational and assessment purposes.

- I must not intentionally provoke, stage, or capture aggressive, fearful, or stressful behaviour on video.
- I must not under any circumstances attempt to film my dog during an aggressive incident.

Safety should always be your top priority.

- I agree to take care for my own health and safety and of those around me when attempting to video or photo my dog during training.

Always be vigilant and aware of your surroundings when filming or taking photos,



ensuring the safety of yourself, your dog, and others.

Keep a safe distance from any potential hazards or obstacles that may pose risks to you, your dog, or bystanders.

Consider using a tripod or enlisting the assistance of another person to hold the recording device. This allows you to focus on your dog and the training process without distraction and without compromising your ability to manage your dog safely and effectively.

- I agree to respect the privacy and consent of individuals who may appear in the background of my recordings.

Avoid capturing or publishing images or footage of people without their consent, especially in situations where privacy is expected.

- I agree to familiarise myself with and adhere to all relevant laws and regulations governing photography and filming in the specific area I am visiting.
- I agree to comply with any posted signage or instructions related to filming and photography restrictions in public spaces, parks, or private establishments.
- I will ensure my dog is under control and on a lead in areas where lead laws apply.

