



**CLINICAL ANIMAL
BEHAVIOURIST & TRAINER**
Nurturing Pet & Owner Relationships

TERMS & CONDITIONS

2026

General Terms

These Terms and Conditions apply to services provided by Hanne Grice Pet Training & Behaviour, including behaviour consultations, training sessions, classes, troubleshooting support, mentoring, and events, unless otherwise stated at the time of booking.

Services vary in scope. Clinical behaviour cases are managed within the remit of a Clinical Animal Behaviourist and, where appropriate, in collaboration with a veterinary surgeon. Training, classes, and educational services are not a substitute for clinical diagnosis or veterinary treatment.

Advice and recommendations are based on the information available at the time of assessment, current evidence, professional knowledge, and practical experience. Recommendations may need to be revised if further behavioural, environmental, or medical information comes to light.

No specific outcome can be guaranteed. Progress depends on a range of factors, including the animal's health, learning history, environment, consistency of implementation, welfare, and the actions of relevant household members.

Recommendations are provided using reasonable skill and care and are based on the information available at the time. The client remains responsible for the day-to-day management and handling of their animal, and for implementing agreed recommendations safely and appropriately.

Veterinary Involvement:

Where a case involves behaviour concerns that may have a medical, pain-related, neurological, hormonal, or other pathological component, behaviour consultation work will only proceed with appropriate veterinary involvement. For behaviour consultations, Hanne Grice Pet Training & Behaviour will usually require a veterinary referral, relevant clinical history, and/or confirmation that the animal has been assessed by a veterinary surgeon before the consultation proceeds in full.

If, at any stage, welfare, pain, pathology, or another clinical concern is suspected, services may be paused, adapted, or discontinued pending veterinary assessment. Training, troubleshooting, or educational services do not replace veterinary diagnosis or treatment.

Behaviour consultations and training sessions can be carried out at your home, on a walk, virtually or at another suitable location, as agreed at the time of booking.

Assessment and treatment plans will be based on professional knowledge, current scientific understanding, and practical experience. Suggestions for behaviour management may be provided during the assessment, and where applicable a written report will usually be supplied by email within approximately 1 to 14 days.

Behaviour recommendations are created according to the information provided by the client, information gathered during assessment, and where relevant information provided by the referring veterinary surgeon or other professionals.

Full cooperation, accurate disclosure, and appropriate implementation are essential. Withholding relevant behavioural or health information may affect the suitability and effectiveness of recommendations. Where veterinary attention is advised, this should be treated as a priority.

Between-Appointments Support and Emergencies:

Unless expressly stated at the time of booking, services do not include unlimited support between appointments. Hanne Grice Pet Training & Behaviour does not provide an emergency service. Where there is an urgent safety, welfare, or medical concern, the client should contact the appropriate veterinary surgeon, emergency veterinary provider, emergency services, or other relevant authority without delay.

Client Disclosure and Duty to Provide Accurate Information:

By booking or using any service, the client confirms that all information provided about the animal, household, history, previous incidents, and relevant circumstances is accurate and complete to the best of their knowledge. The client must disclose in advance any known or suspected behaviour that may present a risk to people, other animals, or property. This includes, but is not limited to, previous bites, attempted bites, snapping, lunging, handling sensitivity, guarding behaviour, redirected behaviour, predatory behaviour, escape behaviour, and any known concerns involving children or vulnerable people.

The client must also disclose relevant veterinary history, medication, pain concerns, previous behavioural input, and any legal restrictions or ongoing investigations relating to the animal.

Failure to provide accurate and complete information may result in the session being paused, adapted, or terminated, and may affect the suitability of any recommendations provided.

Payment Terms

All payment options are set out on the website under the service required. Current pricing is set out on the website and confirmed at the time of booking. The following guide prices do not include mileage unless stated otherwise:

- Training in-person is £80 per hour, or book 2+ sessions at £60 per hour
- 1-1 Training virtual is £80 per hour for one-off, or book 2+ sessions at £60 per hour
- Walk and Works (HG works directly with the behavioural client's dog) £45/hr plus mileage
- Virtual Troubleshooting is £80 per hour (e.g. first-aid behavioural support)
- Canine behavioural consultancy in-person is £450 (incl. 3 appointments)
- Canine behavioural consultancy virtual is £350 (incl. 3 appointments)
- In-person dog training classes is £170 per course
- Feline behavioural consultancy in-person is £350
- Feline behavioural consultancy virtual is £300
- Small animal behavioural consultancy in-person is £350
- Small animal behavioural consultancy virtual is £300
- Protocol to Overcome Fear of Dogs is £420 (incl. online & in-person appointments)
- Events/courses – price varies – see event page for details
- Mentoring services for students is £70 per hour (virtual only), single session, or book 2+ sessions at £45 per hour
- Mentoring services for business consultancy – half-day (4hrs) is £450

Payment and Booking:

Current fees are published on the website or confirmed at the time of booking. Unless otherwise agreed in writing, payment is due in full in advance of the booked service. A booking is not confirmed until payment has been received.

Travel for in-person services may be charged in addition to the service fee, as stated at the time of booking.

Behaviour package appointments should ordinarily be used within the timeframe stated at booking. Unless otherwise agreed in writing, outstanding follow-up appointments should be booked within eight weeks of the previous behaviour appointment. Appointments not booked within that period may expire.

Cancellations & No-shows:

Payment Method

Payments are usually made by BACS transfer in advance of appointments, classes, courses, or events, unless another payment method has been agreed in writing.

Cancellations and Rescheduling by the Client

Clients may rearrange an appointment by giving at least 72 hours' notice during business hours. Requests made with less notice may be treated as a late cancellation.

Late cancellations and missed appointments are chargeable in full, unless otherwise agreed in writing or unless exceptional circumstances apply at the discretion of Hanne Grice Pet Training & Behaviour.

Where a service has been purchased as a package, missed or late-cancelled appointments may be deducted from the package entitlement.

Refunds

Refund eligibility depends on the service booked, the amount of work already completed, and the date on which cancellation is requested.

Where no work has yet been undertaken, a refund or credit may be offered in accordance with the service-specific cancellation terms provided at booking. Where applicable, the client agrees that if they request work to begin within the cancellation period and later cancel, they will remain liable for the proportion of services already supplied up to the point of cancellation.

Classes, events, and Training & Behaviour Surgeries are generally non-refundable once booked, save where statutory cancellation rights apply or where Hanne Grice Pet Training & Behaviour agrees otherwise in writing.

Cancellations by Us

If Hanne Grice Pet Training & Behaviour has to cancel a booked service, an alternative date, credit, or refund for the affected portion of the service will be offered.

If a service cannot proceed due to events outside reasonable control, including severe weather, travel disruption, illness, venue closure, or other exceptional circumstances, Hanne Grice Pet Training & Behaviour may reschedule the service. If rescheduling is not reasonably possible, a refund or credit for the affected part of the service will be considered.

Distance and Off-Premises Bookings

Where a booking is made online, by email, by telephone, or otherwise away from business premises, the client may have statutory cancellation rights under the Consumer Contracts Regulations 2013.

If the client asks Hanne Grice Pet Training & Behaviour to begin work within the statutory cancellation period, the client expressly agrees that work may begin during that period. If the service is then cancelled after work has started, the client may be required to pay for the proportion of the service already supplied.

By booking or using the services of Hanne Grice Pet Training & Behaviour, the client agrees to these Terms and Conditions. These Terms may only be varied by written agreement. All services are subject to availability.

Full details of any applicable statutory cancellation rights will be provided at the time of booking where required. Where services are provided to businesses rather than consumers, certain consumer rights referred to in these Terms may not apply.

Humane Practice, Equipment and Session Safety

Hanne Grice Pet Training & Behaviour works in accordance with humane, welfare-conscious, evidence-based practice. Equipment or handling methods intended to intimidate, startle, cause pain, suppress behaviour through force, or otherwise compromise welfare are not permitted during sessions.

This includes, but is not limited to, prong or pinch collars, electronic collars, devices that emit aversive stimuli, and any equipment used in a manner that causes fear, pain, or distress.

Suitable, well-fitted equipment appropriate to the individual animal and task should be used. Hanne Grice Pet Training & Behaviour may ask for equipment to be changed before or during a session if this is necessary for safety, welfare, or effective handling.

Sessions may be paused, adapted, ended, or converted to remote support if the environment, equipment, handling, or behaviour of any person or animal makes continuation unsafe or unsuitable.

Right to Refuse, Pause or Terminate Services

Hanne Grice Pet Training & Behaviour reserves the right to refuse, pause, reschedule, adapt, or terminate any service where safety, welfare, undisclosed risk, inappropriate client conduct, unsuitable handling, or failure to follow essential instructions makes continuation unsafe, unethical, or impracticable. In such circumstances, any refund, credit, or transfer will be considered in light of the work already completed and the reason services could not continue.

Dogs, Cats and Small Animals:

Animal Welfare and Legal Compliance

Hanne Grice Pet Training & Behaviour may report concerns relating to animal welfare, neglect, mistreatment, or abuse to the appropriate authorities where necessary.

Clients are responsible for ensuring that their animal is kept and handled in accordance with applicable law and local requirements. This includes, where relevant, duties relating to identification, microchipping, fouling, road safety, livestock, public spaces, and dogs being kept under proper control.

Walk and Works services are subject to suitability assessment and may be declined, adapted, or discontinued where safety, welfare, legal, or handling concerns arise.

The client remains legally and practically responsible for their animal at all times during and between services.

Reports and Materials

Written reports, handouts, plans, class materials, and other resources supplied by Hanne Grice Pet Training & Behaviour are provided for the client's personal use in relation to the booked service. They must not be copied, reproduced, distributed, published, or used for commercial or teaching purposes without prior written permission.

Recording of Sessions

Clients must not audio-record, video-record, photograph, livestream, or otherwise reproduce sessions for public, commercial, training, or publication purposes without prior written agreement.

Classes

Other owners and dogs may not be comfortable to have your dog within their personal space, so please ask permission before becoming too close to others. When you are entering/leaving the class venue, please ensure that any doors to the venue building are closed. You **MUST ALWAYS** clear up after your dog and pop any poop into the bin highlighted at the start of the course, located outside the main building.

By signing up for classes, you confirm that your dog is suitable for the class environment as described at the time of booking and that any relevant concerns about their behaviour around people or other dogs have been disclosed in advance.

Any dog attending who is found to be unsuitable for the class environment may be asked to leave or may need an alternative service recommendation. In such cases, any refund, credit, or transfer will be considered at the discretion of Hanne Grice Pet Training & Behaviour.

Pet's Health - Puppy & Dog School:

VACCINATIONS: All puppies must have at least their first set of vaccinations to attend Puppy & Dog School and with their next set taking place during the course. All other dogs are required to be fully vaccinated, and we require you to bring proof of vaccination either via email before starting the course, or you can bring it along to your first class. The **WORMING DECLARATION** form must be signed and returned.

Should you choose not to vaccinate, a letter stating your dog's blood titre levels must be presented on headed paper and signed by your veterinary surgeon. If you choose this route, you acknowledge that attendance remains at your own risk in relation to infectious disease exposure.

ILLNESS: Please do NOT bring your puppy or dog along to classes in the case of illness.

BITCHES IN SEASON: Please do not attend if your female dog comes into season, please liaise with the team to discuss.

Owners:

Please ensure you are wearing suitable, enclosed footwear. Please avoid high heels or flip-flops. Clients are expected to treat others with courtesy and respect. Aggressive, abusive, or inappropriate behaviour from any attendee may result in the session or service being ended without refund.

Privacy Policy:

Personal information will be handled in accordance with the [Privacy Notice](#) available on the website. By booking a service, the client acknowledges that relevant personal data, behavioural history, veterinary information, and session records may be collected, stored, and used for the purpose of providing services, maintaining records, safeguarding welfare, and communicating with relevant professionals where appropriate.

Photographs, videos, testimonials, or case material will only be used for marketing, social media, teaching, or publication with appropriate consent.

Information may also be disclosed where required by law, for safeguarding purposes, for insurance or complaint handling, or where necessary to protect animal or human welfare.

Complaints:

Any concerns about services should be raised in writing with Hanne Grice Pet Training & Behaviour as soon as reasonably possible, so that they can be reviewed and, where appropriate, addressed promptly.

Limitation of Liability, Photography and Supervision

Hanne Grice Pet Training & Behaviour will provide services using reasonable skill and care.

Nothing in these Terms excludes or limits liability where liability cannot lawfully be excluded or limited.

The client acknowledges that working with animals carries inherent and sometimes unpredictable risk. The client remains responsible for the handling and control of their animal, for following advice appropriately, and for taking reasonable precautions to protect people, animals, and property.

Hanne Grice Pet Training & Behaviour is not responsible for loss, injury, damage, or deterioration arising from incomplete or inaccurate information provided by the client, failure to follow advice, failure to obtain veterinary attention where advised, or circumstances outside reasonable control.

Photography and Filming

Photographs or video recordings may occasionally be taken during classes, events, or other services for legitimate business, educational, or promotional purposes. Identifiable images or recordings of clients or their animals will only be used with appropriate consent.

Children and Supervision

Clients remain responsible for any children they bring to a session, class, or event, and for ensuring that children are appropriately supervised at all times.

By booking or using the services of Hanne Grice Pet Training & Behaviour, the client confirms that they have read, understood, and agreed to these Terms and Conditions.

SIGN (if you have not agreed to the on-line version):.....

PRINT:.....

Date:.....