



Wright Pet Behaviour - Terms of Business

Effective of 27th December 2020

For the purpose of transparency and understanding of in this document, "I" and "me" refers to myself, Charlie Wright. "We" and "our" refers to the business, Wright Pet Behaviour. "You" refers yourself, the client. "Appointment" refers to the agreed time and date on the booking form.

Bookings

A booked appointment is secured only upon completion and receipt of a booking form you, and at least 50% of the fee upfront. You will receive confirmation of your booking via email. A booking is taken as agreement to the following terms and conditions of business. We reserve the right to change these terms and conditions at any time and it is the responsibility of the client to read them.

Location

Behaviour Consultations take place at your home, online via Zoom or Skype, or at a suitable venue.

One-to-one training sessions take place at your home, in a suitable outdoor space or venue, or online via Zoom or Skype. We cover Telford and Wrekin and the surrounding areas. There is no mileage charge for clients in a 30 minute drive of our location. Outside of this, mileage is charged at 45p per mile.

Payment

A deposit payment of at least 50% of the full fee of the booked service is required at the time of booking, with the remainder of the fee paid at least 48 hours prior to the appointment. Payment is by bank transfer to the details provided on booking form, or by cash. Cheques are not accepted. If full payment is not received 48 hours prior to the appointment, Wright Pet Behaviour reserves the right to cancel your appointment.

Cancelations, refunds, and rearrangements

If you need to cancel or reschedule your appointment please give 48 hours notice of your booked appointment. Appointments that are cancelled before 48 hours prior to the appointment, are eligible for a refund of 50% of the full cost of the service. If you have paid only a deposit of 50% of the service, there will be no refund required in this instance. If you cancel less that 48 hours before the appointment, or fail to keep your appointment, you will be liable for the full cost of the service. Should I be unable to attend an appointment in circumstances beyond my reasonable control, I will endeavour to give you as much notice as possible and rearrange the appointment with you. In the event of government restrictions and/or lockdown, all services will be provided online via Skype or Zoom and you agree to this condition upon booking.

Confidentiality

By submitting a booking form, you are giving permission for Wright Pet Behaviour to obtain and store personal data from you (your name, contact information, and postal address), as well as information about your pet, their behaviour, and health. We will not disclose details about your or your pet to other parties without your consent. We may take videos or photographs of your pets for education and promotional purposes, but these are only shared with your written permission. For more information, please see our privacy policy, which you can find on the website.

If you have about the terms of business, please contact us on charlie@wrightpetbehaviour.co.uk.