



Lead with Lauren

kind behaviour + positive training + rewarding classes

Terms and Conditions: One to One training sessions

Booking

- When time allows before the consultation, a confirmation before booking will be sent to you via email or text to confirm payment, price and other information pertinent to your booking
- A one to one form must be completed before booking

Fees and Prices

- Lauren will confirm any applicable mileage cost (50p per mile for any miles over 10 miles of Eight Ash Green, Colchester) once you have made your booking.
- Price confirmed by Lauren applies
- If you are paying by Bank Transfer – you must pay on the day before the booking
- You can pay prior to the session by postal cheque. Please allow 5 working days after sending the cheque for this to be received and cleared.
- If payment has not been received prior to the consultation, you must pay at the time of the consultation by cash, cheque or cheque.

One to ones – at your home

- This is a one hour session
- It is the clients responsibility to ensure that they book an appointment when they will be available for the full time of the consultation
- Dogs will be kept in a separate room when Lauren arrives and allowed to meet Lauren when appropriate. If required, Lauren will meet the dogs when on a lead or outside the home environment
- If the dog has any history of aggression, you **MUST** inform Lauren prior to the visit
- If any other dogs at the property have any history of aggression, you **MUST** inform Lauren prior to the visit
- If Lauren feels there is any risk in coming into the house, the appointment may be cancelled.
- If Lauren is running late, she will text you to let you know as soon as she can.

One to ones – at Blue Bear Animal Rehabilitation

- This is a 45 minute session
- Dogs must be kept on lead in all areas apart from the training room when deemed appropriate by Lauren
- Dogs must be vaccinated and not suffering from any contagious diseases – please contact Lauren if you need to discuss this
- You must bring your vaccination certificate with you, if Lauren has not seen this before
- Please let Lauren know as soon as possible if you are going to be late
- If you are late, and there is an appointment straight after yours, you will have less time but will still be charged the full amount

Refunds and cancellations

- You must notify us of a cancellation 24 hours before the session otherwise you may still be charged for the session
- If you do not notify us of a cancellation and are not present at the session time specified, you will have to pay the full price of the session plus £10 admin fee for both home and Blue Bear visits

Lauren Watts BSc MRes
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- Refunds are not given except in exceptional circumstances

Training

- The following items are NOT permitted as part of a training plan: choker chains/check chains; electronic training collars including citronella; any other device that causes pain, discomfort or fear to the animal, prong or pinch collars; any other equipment that the behaviourist deems detrimental.
- Time is very short to go over a full training plan in one session, so it is recommended you book more than one session if you have more than one training problem.
- Lauren Watts works by the standard set by the Animal Behaviour and Training Council (ABTC)
<http://www.abtcouncil.org.uk>
- Lead with Lauren is insured for training visits
- If you decide to go against any advice given by Lauren, both verbally and written, Lauren will not be liable for any damages or problems incurred