



Ethical Expertise, Compassionate Support.
Positive Change for Pets and the People Who Love Them

THE BEHAVIOUR PARTNERSHIP LLP

Clinical Animal Behaviourists

West Midlands

CLIENT TERMS & CONDITIONS

For behaviour consultation services provided to dog and cat owners

Version 1 Effective date: 01 September 2026

About these Terms

These Terms and Conditions (“Terms”) apply to all behaviour consultation and related services (“Services”) provided by The Behaviour Partnership LLP (“we”, “us”, “the Partnership”), a limited liability partnership registered in England and Wales, registered office Marlwood, Eaton on Tern, Shropshire TF9 2BX, trading as The Behaviour Partnership, to any person who books or receives those Services (“you”, “the Client”, “Client”).

The Services are delivered by our Clinical Animal Behaviourists, including Keely Needham CCAB and Blossom Stanyon-Jones RVN, and any associates working under the Partnership from time to time (each a “Practitioner”).

By booking a consultation, completing our pre-consultation questionnaire, making payment, or otherwise instructing us to provide Services, you confirm that you have read, understood and agree to be bound by these Terms. If you do not agree to these Terms, please do not book or continue with our Services and contact us to discuss your concerns.

We may update these Terms from time to time. The version that applied at the time you booked your consultation governs that booking; any changes will apply to bookings made after the updated Terms are published.

1. Our Services

- 1.1 We provide behaviour assessment, consultation, and behaviour modification advice for dogs and cats, delivered as a home visit, a virtual/video consultation, or a clinic or venue-based appointment, as agreed with you at the time of booking.
- 1.2 The specific format, duration, content and fee for your consultation will be confirmed at the time of booking or in your written quotation/booking confirmation.
- 1.3 We are Clinical Animal Behaviourists. We do not provide veterinary, medical or surgical treatment, and nothing in a consultation or written report constitutes veterinary advice or a veterinary diagnosis.
- 1.4 Where a home visit or in-person appointment is agreed, you are responsible for ensuring a safe, suitable and accessible environment for the Practitioner and for any other animals, adults or children present, in accordance with clause 6.

2. Veterinary Referral

- 2.1 As Clinical Animal Behaviourists, we require a current veterinary referral before we can accept any behaviour case. This is standard, good-practice procedure: many behaviour problems have, or may be contributed to by, an underlying medical or pain-related cause, which must be examined and ruled out (or addressed) by your vet before behavioural work begins.
- 2.2 We will not commence a behaviour consultation until we have received a referral, or written veterinary consent, directly from your veterinary practice, confirming that your animal has been examined and is fit to be assessed for behavioural purposes.
- 2.3 You consent to us liaising with your veterinary practice, including sharing relevant history, our clinical notes, and our behaviour report, for the purposes of your animal's care and continuity of treatment.
- 2.4 We rely on the accuracy and completeness of information provided by you and by your veterinary practice. We accept no responsibility for advice given in reliance on incomplete, inaccurate or withheld veterinary or medical history.

3. Bookings and Payment

3.1 A booking is only confirmed once we have received your completed pre-consultation questionnaire, your veterinary referral (see clause 2), and payment in full, unless we have agreed otherwise with you in writing.

3.2 Fees are payable in advance, at the time of booking, by the payment method(s) we specify to you (for example bank transfer or card payment). Your appointment is not secured in our diary until payment has been received.

3.3 Current fees for each type of consultation are set out in our fee schedule / quotation provided to you separately, and may be amended from time to time; the fee applicable to your booking is the fee confirmed to you at the time you book.

3.4 Any follow-up sessions, additional written plans, or extended support beyond what is included in your original consultation package will be charged separately, as agreed with you in advance.

3.5 Travel costs for home visits outside our standard catchment area (as notified to you at the time of booking) may be charged in addition to the consultation fee.

4. Cancellations, Rescheduling and Non-Attendance

4.1 We understand that plans change, but late cancellations and missed appointments prevent us from offering that appointment slot to another client, and Practitioner time (including travel, in the case of home visits) is reserved exclusively for you.

4.2 If you need to cancel or reschedule, please give us at least 5 days notice before your appointment time, using the contact details provided in your booking confirmation.

4.3 Cancellations or reschedule requests made with less than 5 day's notice, and any appointment you fail to attend ("no-show"), will be charged in full. No refund will be given, and rescheduled appointments will require payment of a new fee in accordance with clause 3.

4.4 We reserve the right to cancel or reschedule an appointment where necessary (for example due to Practitioner illness, an emergency, or unsafe weather/travel conditions). Where we cancel, we will offer you an alternative appointment as soon as reasonably possible or, if you prefer, a full refund of any fee paid for that appointment.

4.5 We may decline to attend, or may end, a home visit or in-person appointment on health and safety grounds in accordance with clause 6, without refund, where the cancellation or early ending is caused by your failure to comply with clause 6.

5. The Nature of Behaviour Work

5.1 Animal behaviour is influenced by many factors, including genetics, early experience, health, environment and the consistency of implementation of advice given. While we bring professional expertise and experience to every case, we cannot and do not guarantee any particular outcome, timescale, or "cure" for any behaviour presented.

5.2 The success of behaviour modification work depends substantially on your consistent implementation of the advice, exercises and management recommendations we provide, over a period of time. Failing to follow the agreed plan, or applying it inconsistently, may reduce or prevent progress.

5.3 Some behaviours (including but not limited to aggression, anxiety-related behaviours, and compulsive behaviours) may be managed and improved but may never be fully resolved. We will always give you an honest, professional assessment of prognosis, but this is our professional opinion and not a guarantee.

5.4 If, at any time, we consider that a case is outside our competence or requires input from another professional (for example a veterinary behaviourist, a veterinary physiotherapist, or a trainer with a specific specialism), we will tell you and refer or signpost you accordingly.

6. Your Responsibilities and Safety

6.1 You must provide full, accurate and honest information about your animal's history, including any history of aggression, biting, or behaviour that could present a risk to people or other animals, before and during any consultation. Failure to disclose known risks may result in us declining or terminating a consultation without refund.

6.2 You are responsible for the control and restraint of your animal at all times during a home visit or in-person appointment, including keeping your animal appropriately secured, muzzled or separated where we advise this is necessary for safety.

6.3 For home visits, you must provide a safe, clean and suitable environment, free from hazards, and must ensure other animals, children and vulnerable adults in the household are managed appropriately for the duration of the visit.

6.4 We reserve the right to decline to start, or to end, any consultation where we reasonably believe there is a risk to the safety of the Practitioner, the Client, any other person, or any animal. Where a consultation is ended for this reason, no refund will be given.

6.5 You remain solely responsible for your animal's actions and any injury, loss or damage it causes to any person or property, both during and after any consultation, save to the extent this arises from our negligence.

7. Professional Standards, Insurance and Liability

7.1 Our Practitioners are members of, and work in accordance with the codes of conduct of, their relevant professional and regulatory bodies (including as applicable CCAB limited, the RCVN, and/or equivalent bodies), and undertake to maintain professional standards, confidentiality and continuing professional development accordingly.

7.2 We hold professional indemnity and public liability insurance appropriate to our work. Details are available on request.

7.3 We will exercise reasonable skill and care in providing the Services. We do not, however, accept liability for any indirect or consequential loss, or for any injury, loss or damage arising from your animal's behaviour, or from your failure to follow our advice or to adequately manage or restrain your animal, except to the extent caused by our negligence or breach of these Terms.

7.4 Nothing in these Terms excludes or limits our liability for death or personal injury caused by our negligence, for fraud, or for any other liability that cannot lawfully be excluded or limited.

7.5 Subject to clause 7.4, our total liability to you in connection with the Services, whether in contract, tort or otherwise, is limited to the total fees paid by you for the consultation(s) giving rise to the claim.

8. Confidentiality and Data Protection

8.1 We collect and process personal data about you and your animal (including health and behavioural history) in order to provide the Services, in accordance with the UK General Data Protection Regulation and the Data Protection Act 2018.

8.2 We will keep your information confidential and will not share it with third parties other than: your veterinary practice (see clause 2.3); other professionals involved in your animal's care with your consent; and where we are required to do so by law or professional obligation (for example, a safeguarding or bite-incident disclosure).

8.3 We retain case notes, questionnaires and reports for a reasonable period in line with our professional body's guidance and our own record-keeping policy, and store them securely. Further detail is available in our separate Privacy Policy.

8.4 With your consent, we may take photographs or video during a consultation for case-note, training and reference purposes. We will ask separately if you agree to any images or footage being used for training, teaching, or marketing purposes, and will not use them for those purposes without your specific consent.

9. Reports and Advice

9.1 Following your consultation, we will typically provide a written behaviour report and/or management and training plan. This is prepared for your use, and that of your veterinary practice, in relation to your own animal only.

9.2 Our reports and plans are provided for your personal use and must not be reproduced, distributed or relied upon by any third party without our prior written consent.

9.3 Advice is given based on the information and behaviour presented to us at the time of consultation. If circumstances, environment or behaviour change, please contact us, as our advice may need to be revisited.

10. Complaints

10.1 We aim to provide a professional, high-quality service. If you are unhappy with any aspect of our Services, please contact us directly in the first instance so that we can try to resolve the matter.

10.2 If we are unable to resolve your complaint directly, you may refer it to the relevant professional body of the Practitioner concerned, whose complaints procedure will apply.

11. General

11.1 These Terms, together with any booking confirmation, quotation or fee schedule issued to you, form the entire agreement between you and us in relation to the Services, and supersede any prior discussions or agreements on the same subject.

11.2 If any provision of these Terms is found to be unenforceable or invalid, the remaining provisions will continue in full force and effect.

11.3 These Terms are governed by the laws of England and Wales, and the courts of England and Wales will have exclusive jurisdiction over any dispute arising from them.

11.4 Nothing in these Terms creates a veterinary-client-patient relationship between you and us, or removes your responsibility to maintain a registered veterinary practice for your animal's ongoing medical care.

Contact:

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thebehaviourship@gmail.com