

Nottingham Trent University Canine Behaviour Consultation Service

Terms and Conditions

These terms and conditions are in addition to the terms and conditions of the NTU Online Store, which are available at: <https://onlinestore.ntu.ac.uk/help/terms-conditions>

Please read these terms and conditions carefully before you submit your payment to us. By making your payment for the Initial Consultation appointment to us, you accept and agree to be bound by these terms and conditions and the NTU Online Store terms and conditions.

The initial consultation takes place onsite at our Vet Nursing Unit, Nottingham Trent University, Brackenhurst Campus, Southwell, Notts, NG25 0QF. By request consultations can also be delivered virtually, using either Microsoft Teams or via phone. No physical examinations are carried out as part of a virtual consultation option.

Initial Consultations

During your Initial Consultation the following support will be offered by our in-house academic canine behavioural expert Alex Bordin. The price of the Initial Consultation includes the following:

- Initial behaviour consultation – during this consultation, the full history of your pet will be discussed in more detail and an assessment will be made. Children are welcome to attend Initial Consultations, however young people under the age of 16 years of age must be with an adult at all times.
- Behaviour modification plan – we will send you a behaviour modification plan within seven days of your consultation, which will include activity tasks for you to follow.
- Interim review – this will be delivered via a phone or video call, approximately four to six weeks after we've issued your behaviour modification plan.
- Final review – you will receive a follow-up phone or video call lasting up to 30 minutes, approximately eight to ten weeks after your initial behaviour consultation. We will review your progress and conclude the service, with recommended next steps.

The price for an Initial Consultation is £400 plus VAT.

Additional Consultations

It may be necessary, for complex behavioural issues, that you require additional support. If after the Initial Behaviour Consultation service has been concluded, you require additional support within 6 months after the date of the Initial Behaviour Consultation; such support will be charged at £70 per hour plus VAT.

Additional support requested for the same behavioural issues more than 6 months after the Initial Behaviour Consultation, or consultations requested at any time for any other condition, will be treated as Initial Behaviour Consultations and charged at £400 plus VAT.

Payment

Once your application has been accepted and confirmed by us, full payment will be required using the NTU Online Store payment facility. A link to make the payment will be sent to you in your confirmation email.

Full payment is required at least 48 hours before your appointment.

We will not be liable for any costs you may have incurred in preparation for your Initial Consultation.

Pet Insurance

If you have pet insurance, you may be able to make a claim for the cost of the Initial Consultation, but you must check directly with your insurance provider that you are able to do so. We can assist you with providing electronic evidence to support your insurance claim, but are not able to accept direct claims from your insurance company. Payment for the Initial Consultation must be paid in advance directly from you, but we are happy to provide you with an electronic receipt to enable you to claim the cost back from your insurer.

Cancellations

If you cancel the Initial Consultation appointment 24 hours or more in advance of the appointment time, we will refund you in full. If less than 24 hours' notice of cancellation is given or you fail to keep an appointment, the cost of the consultation will not be refunded. If you are late to the appointment, then your initial consultation may need to be shortened or in some cases, rearranged.

If you need to cancel or rearrange an appointment, please notify us as soon as possible by email at animalservices@ntu.ac.uk or telephone us on 0115 848 6644.

Occasionally we may have to alter appointment times or dates because of circumstances beyond our control. If this happens, we will contact you as soon as possible to make alternative arrangements. We will endeavour to reschedule your appointment and will refund your fee if this is not possible.

Parking

A parking space will be reserved for you outside the Vet Nursing Unit on our Brackenhurst Campus. A map showing the location will be sent with your confirmation email. Please park in this space and phone us on 0115 8485393 to notify us of your arrival. Once parked, please remain in your car until a member of the team has come out to meet you. Please ensure your pet remains in the car with you until you are directed otherwise by a member of NTU staff. This is due to the site having both people and other animals (not all of whom are friendly) moving through.

Disclaimer

We will not be responsible for misinterpretation of our advice and we cannot guarantee our advice will be successful. We do not recommend that you take film footage of your dog, whilst it is displaying aggressive behavioural issues. Animal

aggression can cause injury, including fatalities. Treatment for aggression is not a guarantee of success and modifying behaviour does not assure the aggression will be successfully controlled. It is your responsibility to ensure safety of people and other animals with regards to your pet. Safety precautions will be advised and may include; limited access to people/animals, being kept on a lead, wearing a muzzle and use of gates around the home. We cannot take responsibility for the behaviour of your dog outside of the consultations with us. We strongly recommend you have pet insurance including third party liability cover.

We reserve the right to cancel a consultation at any time if we deem it is too dangerous to continue.

We reserve the right to suspend the Service at any time if our advice or instructions are not followed.

Privacy

The Nottingham Trent University privacy statement can be found at:
<https://www.ntu.ac.uk/policies/web-policies/privacy-statement>