

SYDNEY & HOME

Sydney Dogs & Cats Home Pawsitive Behaviour Consulting Client Consent Form

Thank you for booking a Pawsitive Behaviour Consultation! We pride ourselves on providing animal behaviour advice based on the most up-to-date research and using supportive, reward-based techniques to help you and your pet maintain a strong and loving bond.

Please read the following information and sign at the bottom once you have read and understood. Our behaviourist will contact you the day prior to your consultation to confirm the information below and answer any questions you may have.

The service we will be providing includes:

- A pre-consultation telephone conversation with an SDCH behaviourist
- A 60 minute in-home behavioural consultation to provide practical advice for managing your animals behaviour
- A post-consultation summary email outlining the topics discussed and the advice recommended, with additional relevant resources supplied
- Please note:
 - o The consultations provide advice which may assist with identifying and managing general behavioural issues.
 - o Behaviourists cannot provide advice on medical behavioural or neurological disorders. If these issues are suspected it is recommended you see your veterinarian.
 - o Behaviourists cannot provide advice on managing issues related to aggression, including dogs who have been declared Dangerous, Menacing or a Restricted Breed. For aggression issues it is recommended you see a Veterinary Behaviour Specialist.

Terms and Conditions

- Any client confirmed to have Covid-19, awaiting Covid-19 test results, who has recently been overseas, exposed to a person with Covid-19 or has recently been to an identified hot spot, or who is showing any symptoms of illness must disclose this prior to the consultation. Consultations will be conducted remotely through an online meeting platform in these cases.
- An initial telephone consultation with a Sydney Dogs & Cats Home (SDCH) behaviourist must be completed prior to any in home training session. Any potential risks to the

behaviourist must be disclosed at this time and SDCH has the right to refuse attendance if risks are deemed significant. Risks include but are not limited to:

- Potential for the animal to bite or otherwise injure the behaviourist
 - Potential for disease spread from the animal to the behaviourist
 - Potential for disease spread from the client to the behaviourist including Covid-19
 - Any hazards present in the home which may lead to injuries
- All animals must be up-to-date with vaccinations and preventative parasite treatments
 - All animals must be kept on lead or in a secure enclosure until instructed otherwise
 - Cancellations within 48 hours of the booking date will be charged in full.

Disclaimer

- SDCH will accept no responsibility or liability for any injury, theft, loss or damages sustained by persons, animals or property during the provision of behaviour consultations
- SDCH will not accept any liability for the use of information given during the behavioural consultation process. The information is accurate and appropriate at the time of the consultation to the best of our knowledge however SDCH will not be held liable for the implementation of the information or any outcomes which result therefrom, or for the accuracy, currency or safety of any of the contents when used in specific circumstances or situations.
- It is the responsibility of the client to ensure the animal has been examined by a veterinarian and deemed healthy and fit to undertake a behavioural consultation and behaviour modification program.
- It is the responsibility of the client to ensure they, and all persons involved, are of a sufficient level of health and fitness to safely participate in the behavioural consultation and behaviour modification process.