



All you need to bring is a standard lead (not extendable) and preferably a comfortable fitting harness or we can lend one for the session. Please also consider a variety of training treats and toys if you have these.

Privacy Policy:

We take your privacy very seriously. We will hold your name, address and postcode, phone number and email only for purposes of correspondence and record keeping. We will NEVER share your details to a third party unless agreed by you first. You have the right to see all records we keep and can request they are destroyed at any time. Your records are kept both digitally and also in paper files. Records are kept for a minimum of 5 years after original consultation.

Terms and Conditions:

By placing a booking with Positively Understanding Pooches you are deemed to have read, understood, and accepted our terms and conditions below. Completion of the booking process and acceptance of our terms and conditions forms your contract with Positively Understanding Pooches.

For full interventions / home assessments, all package fees must be paid in full before training commences. Pup's behaviour service is bespoke and therefore services and costs can within reason be tailored to your needs. If the session is cancelled up to 14 days before the appointment this session fee/slot will carry over to the new booking. If it is cancelled less than 14 days before, or for a second time then one session of your package is lost and a full booking fee will need paying to secure a new date or will be taken from an existing remaining session of a package. If you fail to communicate with us, start a course and cancel, or fail to turn up no refund will be made unless in special circumstances considered by us on a case-by-case basis. This does not include sessions cancelled in agreement with both parties due to bad weather conditions or similar. Refunds are not given for unfinished packages.

If the service you purchase requires a deposit please note these are non-refundable.

Please note that by starting the consultation process you are agreeing to the following:

You understand that we may have to work in conjunction with your Vet and that we may insist on a medical check-up and Vet involvement if it is felt appropriate.

You understand we do not allow any form of harsh handling and we only use proven kind and effective techniques. We will not tolerate any methods causing pain or fear or aversive devices.

You understand and agree that we reserve the right to terminate this Agreement at any time and refund your money in full or in part for future bookings without any further liability or obligation to you.

You understand that your participation and involvement is a key part of accomplishing the agreed-upon goals and objectives.

You understand there are often no quick fixes and that it can take time and hard work to help modify a dog's behaviour. You also acknowledge that some behaviours can only be modified and not totally changed. You also recognise that control and management is often the best option to remove stress and unwanted behaviours.

You assume sole responsibility for the behaviour of the dog and forever release, hold harmless, and indemnify PUP or anyone working with or for PUP, from any harm or damage caused by you or your dog to any person or persons or property at any time.

Furthermore, you expressly and irrevocably forever waive and relinquish any and all claims against PUP behaviourists. You understand that the PUP behaviourists are in no way responsible for the behaviour of your dog during or after training.

You recognise that the services offered are designed to provide science led, force free advice and suggested protocols to follow to aid in training and behavioural modification. The onus is on you the client to do the work needed and to follow the guidance given.

If at any time during the training Jo or anyone working for or with her, reasonably believes that the dog is ill, abused, exhibiting aggressive, fearful, compulsive, anxious, phobic, or any behaviours that may interfere or endanger the health and safety of any participants or bystanders, including the dog, you agree that they may unilaterally end any training session. The dog's welfare is always paramount. Some sessions may be cut short if the dog is exhibiting high levels of stress. This can be decided by the trainer or by you or any of the dog's guardians.

You may question at any time any of the methods used by PUP and request to stop the training session at any time.

REACTIVITY/AGGRESSION: In the case of issues that have caused the dog to show reactivity/aggression – you recognise that no guarantees can ever be made about ANY dog that they will not show signs of aggression or become dangerous. The behaviour of your dog and the liability attached to that behaviour is solely your responsibility and will always remain so.