

**Training agreement, terms and conditions  
for working with Laura Adkins  
of Juvo Animal Behaviour**



**Please read, sign and return to me via: [info@juvo-ab.co.uk](mailto:info@juvo-ab.co.uk)  
as soon as possible**

The following terms and conditions apply to all services. I reserve the right to update them at any time. Please read them carefully. Should you have any queries please contact me via [info@juvo-ab.co.uk](mailto:info@juvo-ab.co.uk) or 07873223883.

**Attendance at any appointment or during any service or discussion signifies your understanding and acceptance of these terms and conditions.**

### **Prior to your appointment**

Please sign this agreement and complete the **booking questionnaire** fully and honestly before your appointment. I need to know the truth about your dog's behaviour and circumstances so I can try to understand the contributing factors as accurately as possible and create a suitable behaviour modification plan for your individual circumstances. My job is **never to judge** your behaviour or decisions. I will guide you based on my knowledge of canine behaviour, and based on your individual dog's needs. **Please send your completed forms to me at least 7 days before your appointment.** It will mean our first session can be as helpful as possible.

Where requested, please ask your vet to email the **referral form** and your dog's **veterinary history** to me at their earliest convenience and **at least 48 hours prior to your appointment.** Please be aware that your veterinary surgery may be very busy and require more notice before they are able to send it - Please allow time for this.

**You must complete and return all forms to me a minimum of 48 hours prior to your first session. Failure to return these to me in time may result in your session being postponed or cancelled subject to the cancellation and rescheduling policy below.**

It is important to be aware of **underlying health problems** which may be linked to or causing the behaviour problems in question which is why a veterinary referral is required before a **behaviour consultation** can go ahead. If the problem has not been discussed with your vet already, I advise that you contact your vet to discuss it with them before a behaviour consultation is carried out. This may also be advised during your sessions if something is observed that I feel should be investigated.

All dogs must be free from diseases and up to date with the required **vaccinations, worm, tick and flea treatment** prior to any sessions or classes. If your dog shows any sign of ill health (such as vomiting, diarrhoea or coughing) or your female dog is in season or your dog is recovering from surgery please inform me as soon as possible so that we can postpone your session.

**For puppy services, or adult training sessions and follow-up sessions** - if at any point during the enquiry, booking process or during our sessions I feel that your dog's behaviours require more thorough investigation I will advise that a veterinary referral will be required along with additional time (and corresponding costs) to assess your dog's behaviour more thoroughly to be able to help you. I am limited with what I am able to advise without them, so if it appears that there is more going on than initially communicated a full Training Agreement, terms and conditions - June 2026

behaviour consultation will be needed.

It is useful to have **video footage** sent to me prior to your appointment, but **please do not deliberately put your dog, yourself or anyone else into a stressful or dangerous position for the sake of a new video**. If you already have videos that you think would be useful for me to see, please do send them to me before your appointment.

## Commitment

**My commitment:** To provide advice that I feel is most appropriate for your dog, yourself and your individual situation. I will support you in implementing the advice to work on the stated issues that you have communicated to me within the terms of this agreement. I make no guarantees of particular results as results are dependent on a number of different factors which are beyond my control. Whilst every reasonable effort will be made to help you and your dog, **results are never guaranteed**. You will be responsible for implementing the advice given, and progress will depend on your commitment, the capabilities of your dog, and the allowance of altering the advice where needed when new information becomes available.

**Your commitment to me and your dog:** You agree that participation in sessions is at your own risk. You are aware that **you are responsible for putting my advice in place in the timeframe agreed and ensuring that anyone else involved with your dog does the same. You are responsible for updating me every 2 weeks via email or WhatsApp**. By following my advice, you are aware that you may need to book additional follow-up sessions where needed, send me videos of your progress, complete training diaries, make alterations to your routine, or engage with other professionals such as your vet, a dog walker, or additional recommended trainer or behaviourist. You may need to provide things for your dog such as enrichment, changes to their exercise, spending more time with them, providing different environments, keeping them away from specific situations, animals or people. If you are seeking support or solutions for household or relationship matters (even if they relate to your dog) you must seek a suitably qualified professional for this support as I am not qualified to do so.

It is your choice to commence, implement, continue with or stop following my advice at any time, but you must always follow legal or veterinary advice relating to your dog for their welfare, care and control.

You remain responsible for your dog, other animals yourself and your family at all times. I cannot be held liable or responsible for the health and safety of your dog, your other animals, yourself, or your family. I accept no responsibility or liability for loss, injury or accidents that occur to anyone or for veterinary bills or other costs arising from any incident occurring under reasonable circumstances relating to training, interventions, equipment, food or advice provided by myself.

## Client Disclosure and Honesty

By engaging the services of Juvo Animal Behaviour, **you agree that all information provided regarding your animal's behaviour, history, and any relevant circumstances is truthful, accurate, and complete to the best of your knowledge.**

You acknowledge that **withholding, misrepresenting, or failing to disclose pertinent details**, such as any previous aggressive behaviour in any circumstance, severity of aggressive behaviour, medical conditions, behavioural concerns, legal issues or criminal/ civil proceedings, may **pose a significant risk to the safety of the practitioner, yourself, the animal, and others. I will not be held liable for any risk if you fail to disclose such or similar issues to me.**

Under the **Animal Welfare Act 2006**, all animal owners and keepers have a **legal duty of care to ensure the welfare of their animals and to prevent harm to others**. In the case of dogs, the **Dangerous Dogs Act 1991** and related legislation impose additional **responsibilities to prevent a dog from being dangerously out of control**. Failure to provide full and honest disclosure may result in the **immediate termination of services** without refund, and **Laura Adkins of Juvo Animal Behaviour shall not be held liable for any consequences arising from such omissions**. **You accept full responsibility for any legal repercussions that may arise from undisclosed behavioural issues or other relevant factors**.

**You must inform me of any prior involvement with other behaviourists or trainers and send me their reports or instructions for your dog. I would not contact them unless you have come to me for ongoing support from a suitable practitioner and they have referred your dog to me with your consent.**

### Other Professional Involvement

Your dog's wellbeing and safety involves you following appropriate medical advice given by your dog's vet. **By using my services you give your consent for me to freely contact your dog's vet/ vet practice** to access your dog's records and discuss your dog's health and behaviour with your vet. This allows me to take your dog's medical records into consideration and involve your vet where needed to support you and your dog.

I am not a veterinary professional and cannot provide medical advice or diagnosis. I am however dedicated to your dog's wellbeing, if I have any reason to suspect that your dog may be experiencing pain, illness, suffering or discomfort I will pause our plan while you seek veterinary advice and support until your dog has recovered, and if necessary, when your vet agrees that we can continue.

**If you choose to work with another practitioner for behaviour or training advice of any kind during our working relationship this must be agreed with me and fully disclosed**. This is to ensure that your dog is not receiving conflicting communication and methods impacting their progress or welfare. I cannot monitor progress of your bespoke plan effectively if alternative training and behaviour modification is taking place without my knowledge or agreement. I do have a number of colleagues who offer appropriate services and if I feel they would be beneficial to you or your dog in addition to your plan I am happy to recommend them and support this where appropriate.

If for any reason I feel that you would be better supported by another professional, the reasons would be discussed with you and a **referral would be made with your permission to a suitably qualified and experienced practitioner** to help you further your progress or provide a re-assessment. In this field of work we all have different experiences and specialisms so if I can no longer support you for any reason, I will find someone who can. Refunds will not be given for any work already carried out at this point, but I would refund any sessions that will no longer be carried out if they have already been paid for.

### Follow-up Sessions

**Your follow up sessions must be booked 1-4 weeks after your last session** for maximum benefit. For many, especially those with **more complex issues** or dogs with **multiple behaviour problems**, several **follow-up sessions** may be needed to address everything and support you in the development and implementation of your plan. These will be charged accordingly and you will be advised of any costs in advance. You have **2 follow-up sessions** included in your initial package. Both sessions **must be used within 8 weeks of your initial session**.

From the date of your initial session, I will check in with you via email periodically for **8 weeks** to monitor your dog's progress and ensure you have opportunities to reach out for further support if you need it. You

can certainly contact me in this time to clarify details, send me updates and ask questions, but if you require full conversations or advice on another issue a paid session will need to be booked to discuss this effectively.

When our working relationship has clearly ended, or if you have not booked any additional follow up sessions and I have not had a session with you for **4 weeks**, your contact information will be deleted and I will sign you off. If I have not had a session with you for 6 months or more and you require further help with the original issue, I may need another assessment session and updated notes from your vet as a lot can change in 6 months. This is also the case if you are later wanting help with an issue that we have not yet assessed and this may require a further full assessment.

## Communication

Once you have reached out to me by whichever means suits you best, communication will then be through our pre-arranged face to face sessions or video calls through **Google Meet** (or **WhatsApp**). Your reports and communication with your vet will be sent via **email**. Check ins, videos and updates will be through **email or WhatsApp**. It is important for data protection to keep your information in fewer places, and it makes communication smoother when everything is in the same place.

I aim to **respond to messages within 48 hours**, but in situations of family illness, annual leave, or being away at conferences this may take a little longer. I do not offer 24 hour emergency contact and I will not be held liable for issues arising from this. If you have an emergency you should contact your vet, out of hours veterinary provider or other emergency services as appropriate.

As part of our agreement **you agree to contact me fortnightly as a minimum to update me on your progress and situation. Support from me is in place for 8 weeks from the date of your initial session. The follow-up sessions in your package must be used within this 8 week period.** If you would like further support, additional follow-up sessions can be booked to suit your needs within this period, or to extend this period of support. Remote support via email and WhatsApp will remain (for what we have already discussed) between sessions provided your sessions are no more than 4 weeks apart. **If I do not have a session with you or hear from you for more than 4 weeks this will be taken that you no longer require my services and your case will be signed off.** If I have had to postpone any of your sessions due to circumstances beyond my control, illness or bad weather, this time will be added on to your support period.

## Advice

Your dog remains **your responsibility** at all times prior to, during, and outside of sessions, including any sessions taking place inside, or outside of your home, and in public places.

I advise that any adults involved with your dog's care and training attend all sessions so that they have the same understanding of the advice given to support your dog and have the opportunity to ask me any questions they have.

The advice given is **tailored to your individual situation and individual dog**, so if you are sharing the advice given with anyone else, it may not be appropriate for that dog, family or situation. Laura Adkins and Juvo Animal Behaviour take no responsibility for anyone else's use of the information provided to you.

It is important to note that **aggressive behaviours** are part of a dog's natural communicative repertoire, so complete elimination of any animal's potential for aggression or danger to others cannot be guaranteed. We can hope to work towards your dog not feeling the need to use such forms of communication, but any

animal will hold the potential to use it if deemed necessary. Often, long term management strategies will be put in place as a safety precaution.

It is also important to understand that we **cannot 'cure' a behaviour**. There is always the risk of a relapse of unwanted behaviours. Behaviour modification helps to replace behaviours with more desired behaviours, however, if the right situation arises or things become too overwhelming, the behaviour may return. We hope that during your support plan we will give your dog the needed skills to become more resilient, so if things do arise, your dog is quick to bounce back with a little help from you, rather than a full relapse. However, if you find that your dog is relapsing, please let me know as soon as possible as we may have to reassess your dog's plan.

Laura Adkins and Juvo Animal Behaviour will not take responsibility for **misinterpretation of advice**. Whilst every effort will be made to make the information provided clear and clarify any questions or concerns, application of the advice in different scenarios is up to the client's judgement.

### Session Practicalities

**Remote sessions** are held via video call (Google Meet or WhatsApp) or phone call where an in-person session is not suitable due to distance, safety, welfare, or practical reasons - I reserve the right to change any sessions to a home visit or remote visit at any point on the basis of offering the most appropriate support to you and your dog and of prevention of potential risk. The full terms and conditions of this document still apply for remote sessions. Should you anticipate problems with accessibility for a remote service, please be aware of the possibility of remote support being required and discuss this with me prior to confirming your booking. It is your responsibility to ensure you have access to and familiarity with the necessary technology (smartphone, tablet, or computer) and adequate internet connection and power to enable a phone or video call for the service to be carried out and participated in effectively. **I do not give consent in any form for you to record remote sessions yourself via any means.**

It is your responsibility to ensure that the **location you are using for your session provides appropriate confidentiality** for you to speak to me about your current situation. Participation in practical work is at your own risk and you must provide a suitable, non-slip floor space without obstructions. If sessions are held outside, please be mindful of uneven ground and natural hazards in your surroundings. It is your own responsibility to keep yourself safe in your own home and garden, public spaces, and in the secure paddock. **I will not be held liable for any accident or injury occurring during our sessions.**

### Safety

As your practitioner have the right to feel safe and not be put at risk during all contact with you. **You remain responsible for conducting yourself in a safe, calm, and reasonable manner, as does anyone else you choose to involve in our sessions or communication.** You retain full responsibility for the involvement or actions of anyone that you choose to involve, including children. Anyone you involve with my services must adhere to the same terms and conditions outlined in this document. I reserve the right to terminate this contract without notice or refund if any circumstances arise where you or anyone else involved behaves abusively, inappropriately, aggressively, or partakes in criminal behaviour during our sessions or any other communication. **I may take legal action** against anyone using threatening, aggressive or harassing behaviours and report them to the relevant authorities.

You agree to **not allow your dog to put anyone at risk of harm** including third parties. This includes myself as your practitioner. You agree to keep your pet, other animals and people safe from harm or unnecessary stress. If you fail to keep your dog safely under control this agreement and working relationship will be

terminated without notice or refund. **If you allow your dog to injure, harm or put others at risk (including myself) legal action may be taken.**

**You are fully responsible for the conduct of your dog at all times.** Precautions will always be taken to minimise the risk of injury, however, you agree that participation in all sessions and with all advice is at your own risk.

Laura Adkins and Juvo Animal Behaviour will not take responsibility for any **loss, illness, injury or damage** to any persons, animals or property during the provision of behavioural and training services or through the misinterpretation of the advice given.

If you require **legal advice**, you are advised to contact your own legal counsel for advice. I do not provide legal advice in any form.

## Children

If appropriate to do so, children are welcome to take part in your sessions, but the involvement and actions of anyone under 18 remains **your responsibility** at all times. If your child is **under 18 years** of age they must be accompanied and supervised by an adult over 18 at all times with a ratio of 1 adult to 2 children. You must ensure that children do not attempt to replicate any training of behavioural modification recommendations with your dog unless this has been discussed and agreed.

Juvo Animal Behaviour is a **breast feeding friendly** business and will always try to accommodate your needs during your sessions. The same applies for bottle fed babies. Let me know what your needs are and we will make your sessions work around the needs of your child/children.

## Prices & Payment

Prices are subject to review and change at any time. If you have been quoted a price and the price changes before your appointment date, your quoted price will be honoured if your appointment has already been booked and is not postponed or cancelled.

Full payment for the package required is expected upon booking to secure the date and time of your first session. **Payments include a non-refundable 30% deposit.** Until payment is received, your session is not confirmed and may be offered to someone else if requested. If you are unable to pay in full at the time of booking, a payment plan agreement can be made to cover the initial session and admin costs of the first part of the service selected. A later payment can then be made to cover the costs of the included follow-up sessions for the package selected and their corresponding admin time.

You may be able to claim the costs from your pet insurance, but payment must be paid for my services first and claimed back from your insurance provider. If your pet insurance doesn't cover the costs of my services, you are still liable to pay in full for the services provided as I do not provide direct claims where an insurer pays me directly.

## Cancellations, Rescheduling & Refunds

If you need to **cancel or rearrange** your appointment you **must inform me as soon as possible** and receive confirmation from me that I have received it so that the appointment slot may be offered to someone else in need. If you have left a message or an email about it and I have not yet replied, please try another method of contacting me to make sure I have received the message in good time.

Prior to your first session, you must complete and return all forms to me a minimum of 48 hours prior to your first session. Failure to return these to me in time may result in your session being postponed or cancelled without a refund.

If you decide to cancel your booking more than 7 days prior to your appointment date and time you will **incur a charge of 30%** of the full cost of the service or package booked. Once you have booked and paid for a service, the date and time is held for you meaning it cannot be booked by another client. **If you have paid in full a 30% non-refundable deposit** will be retained from your payment. If you are paying in two instalments, **30% of the total fee** for the service or package requested will be retained. Once you have booked a service I begin preparing for it so admin costs need to be covered. If I have not received your cancellation request and I arrive at your home or our agreed meeting place for the appointment (including online sessions) at the agreed time and date, **you will not receive a refund. If you cancel within 7 days of your booked appointment date and time, no refund will be given. If you have paid in full your payment will be retained. If you have signed a payment plan agreement, the full payment will still need to be paid.**

**Once you have commenced a service refunds will not be issued.** This still applies if; you fail to stay in touch under this contract agreement, you decide to end the package early, you relinquish your dog, you disagree with the advice given, you do not feel the advice is effective, your dog is euthanised, you decide not to take your included follow-up sessions, you change your mind about the type of service offered (in-person/ remote), or you decide not to use the optional support offered.

**If a follow-up session needs to be cancelled or rearranged** you must notify me as soon as possible. This must be rearranged for a date within your 8 week support period to allow for the appropriate progress to be made.

If there is an occasion where I have to rearrange your appointment for personal reasons beyond my control you would be offered the next available appointment. If a suitable date cannot be rearranged and you wish to cancel after discussing all other options, a refund will be issued for any sessions which I have had to cancel.

**If you are late for your appointment,** I will wait for 15 minutes for you to arrive. If you arrive, the 15 minutes will still form part of your session time. if you do not arrive within this time and have not communicated to me that you will be arriving late your session will be forfeit. If you miss a session it is solely your responsibility to ensure that you arrange and purchase a substitute session as necessary.

## Methods & Equipment

Juvo Animal Behaviour practices with kind, reward-based, force-free, fair and ethical techniques which are based on the latest research. Evidence shows that punishing your dog with anything that makes them frightened or experience physical discomfort puts your relationship at risk and can be detrimental to their welfare. Using reward-based methods means that your dog enjoys our sessions, can learn more effectively, wants to repeat what we are teaching, and it strengthens the bond between you.

**I do not use any equipment that is designed to cause pain, fear or discomfort.** This includes (but isn't limited to) choke chains, half check chains, shock collars, spray collars, prong collars, slip leads, condensed air canisters, rattle cans, water squirters.

**I do not use aversive techniques.** This includes (but isn't limited to) harsh handling, intimidation, lead jerking, shouting or smacking.

I am aware that trainers have used these techniques and equipment in the past. However, as our knowledge about dog behaviour and emotions has developed, it is clear that these come with a number of risks and evidence shows that there are far better ways to communicate with your dog.

If you have been told to use these techniques in the past, we can discuss any concerns you may have in your sessions and I can show you more suitable options.

I may recommend the use of some equipment to aid your plan such as an appropriate muzzle, harness, lead, type of toy or activity feeder. I often have particular brands which I prefer due to the way that they are manufactured, providing the best comfort and support for your dog, or have just used them in the past and highly rate them. It is important to note that there are other types and manufacturers available for you to choose. For some of the products I recommend I must inform you that I am an affiliate and can sometimes receive benefits for your use of my links or discount codes - the main reason for becoming an affiliate was to be able to provide the people I work with a discount to access these items in a more affordable way to benefit from their use.

**Please note, if you continue to use aversive methods or equipment and refuse to use the more suitable alternatives offered to you, our working relationship will come to an end and any future sessions will need to be cancelled without refund. You agree by undertaking my services that you and/or anyone coming into contact with your dog will not use these methods.**

Confidentiality and safeguarding: If for any reason I am concerned about the health or welfare of your dog, other animals or people in the home I have a duty to report these to the relevant authorities, police and/or RSPCA/ NSPCC where appropriate. While I work under UK GDPR restrictions it is my duty to report any situation that may compromise anyone's welfare or safety. I reserve the right to disclose details that may lead to harm including risk of terrorism or other information I am legally bound to disclose.

## Smoking

There is currently no law stating that individuals cannot smoke in their own home when they have visitors, but anyone has the right to refuse to work in a smoky environment. **I will not be able to work in a smoky home or alongside someone who is smoking.** If you smoke inside your home it is up to you if you wish to continue with the booking, but I will only enter a smoky home if you are not smoking while I am there, have suitably aired out the house prior to my arrival, and have informed me that you have done so. If you have not done this and your home is smoky on my arrival I will have to leave. You can book an additional session for a later date with the above taken into account, but this will be charged separately and your original session will not be refunded.

For sessions held outside, I ask that you do not smoke for the duration of the session, or whilst on the property being used for the session if this is private property which is not your home. If you choose to smoke during a session, I will have to move away from you and wait until you have finished before continuing with the session. The time spent smoking will be included in your total session time and sessions will not run over to compensate.

## Photography & Video Recording

Photographs may be taken and videos may be recorded to **track your dog's progress and highlight things to you** which you may not otherwise be able to see.

Photos and videos may also be useful for **future educational and promotional purposes** but would only be used with your consent. Social media is a very important tool for businesses to develop, so I try to share a

glimpse of what I do and the dogs that I work with wherever possible. **You will be asked to select your preferences for this in your booking form.**

## Privacy

Please see my separate Privacy Notice available through my website: [www.juvo-ab.co.uk](http://www.juvo-ab.co.uk)

**\*\*\* I confirm that I have read, understood, and agree to the training agreement, terms and conditions stated in this document for working with Laura Adkins - Juvo Animal Behaviour \*\*\***

**Name:**

**Signature:**

**Date:**