



Terms & Conditions: Behaviour Support Package

Prior to making any booking, please read the information provided on [the website](#) to ensure that the **Behaviour Support Package** is suitable for you and your dog. If in doubt, please contact [caniAmis](#).

Booking & Fees:

- Bookings for the **Behaviour Support Package** may be conducted online via [the website](#).
- All payments must be made in advance of the initial behaviour consultation.
- Payment can be made online by PayPal or credit/debit card.
- Where an instalment payment is defaulted, the provision of services will automatically be terminated.

General Terms & Conditions

The following definitions apply to these General Terms & Conditions:

- The **Provider** is **caniAmis** or their representatives.
- The **Client** is **you**, the dog owner.
- The **Provision** is the training and/or advice received by the **Client** from the **Provider** in respect of the **Dog**.
- The **Dog** is your dog or dogs that fall under the service being offered.
- The **Third Party** is anyone else who takes care of your dog, including, but not limited to, family members, dog walkers, doggy day care centres.
- The **Company** is **caniAmis**.

- The **Provider** will make every reasonable effort to support the **Client** in achieving agreed training and behaviour goals.
- The **Client** will make every reasonable effort to follow the guidance and advice offered by the **Provider** and to encourage any other family members or **Third Party** responsible for the dog to follow the same guidance and advice.
- The **Client** agrees to make every attempt to attend all planned sessions.
- The **Client** accepts that the **Provider** makes no guarantee of improvement in behaviour of the **Client's Dog(s)** as a result of the **Provision**.
- The **Client** expressly acknowledges that the **Provider** cannot be held responsible for any losses or damages suffered or incurred as a result of the **Provision**.

Cancellation Policy:

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- **The Client** has a 14-day cooling-off period in which to cancel the booking and be refunded, so long as services have not already been provided.
- In the case of a face-to-face session being cancelled by either party, it will be replaced by an online session, thereby safeguarding the agreed time frame for the intervention. No refunds or reductions will be given for missed sessions.
- In all cases, The **Provider** reserves the right to refuse a refund.

Privacy Policy:

- Your data will only be used for legally legitimate purposes.
- No sensitive lifestyle data will be collected.
- Your data will be used to deliver relevant website and advertisement content to you, and to measure the effectiveness of those services and advertisements.
- Your data will never be offered or sold to third parties for marketing purposes.
- Your data may be kept for up to six years.
- For comprehensive details of this policy, please refer to the [Privacy Policy](#).

Use of Images and Feedback:

- Images and/or videos of the **Client's Dog(s)** and/or feedback provided by the **Client** about the **Provision**, the **Provider** and/or the **Company** may be used in training and promotional material including, but not limited to, leaflets, flyers, social media posts, or on the **Company** website.
- By agreeing to these terms and conditions, you also agree to images and feedback being used in this way. **If you do not wish your dog or your comments to be used in marketing, please advise the Provider or their Representative as soon as possible.**