



Terms and conditions University of Lincoln Animal Behaviour Clinic

Consultations

- Consultation times vary depending on the nature of the case, but for your initial consultation please allow up to 3 hours.
- The aim of the first consultation is to establish the nature of the problem, undertake a risk assessment, provide an honest evaluation of the outlook for the case, a treatment plan and a discussion with you on the next steps involving our support in line with your needs. These next steps might include in addition to a management plan, recommendations for further veterinary evaluation by another practice as well as training to upskill you in order to maximise your potential to implement an agreed programme. These latter services need to be paid for separately.
- Face-to-face consultations will typically take place during normal office hours (9-5pm, Mon-Fri) at the Animal Behaviour Clinic, Minster House, University of Lincoln, Green Lane, LN6 7DL, unless we have arranged otherwise.
- Remote consultations will normally be undertaken at similar times using MS Teams, unless agreed otherwise.
- Our approach to treatment is focused on maximising your wellbeing and that of your pet throughout the process. Many owners require coaching and support to implement a behaviour modification programme. This may include the development of key skills before implementing the treatment programme. Accordingly, further consultations may be required. These are charged according to the time and expertise required in both preparing for the consultation (e.g. reviewing history and progress to date etc) as well as the length of the consultation
- We are a referral only veterinary practice and are unable to offer advice concerning the modification of the behaviour of animals that have not been referred by a vet. Help with other animals in the household and animals belonging to friends or family not detailed in the initial consultation will need to be referred separately by a veterinarian.
- Cases are reviewed and assessed prior to appointment by a veterinarian so we can allocate a relevant behaviour clinician, who may or may not be a veterinarian. Non-veterinary behaviourists work with the veterinary members of staff as part of a team to provide the most appropriate advice at the time. While they cannot make a medical diagnosis, they are skilled in evaluating the likelihood of medical complications and will seek additional veterinary input as necessary. You will not be charged for this. Likewise non-veterinary behaviourists should not make direct recommendations to clients about medication, but they may identify its value. Accordingly medical treatments will be made to your vet after consultation with a veterinary behaviourist.
- We appreciate that a consultation involves providing personal and potentially sensitive information. In order for us to offer an efficient and effective service, we expect that clients are open and honest with staff at all times and that relevant information about your pet is not withheld. This includes information requested in advance of a consultation for Clinicians to adequately prepare your pets case. This information is kept secure in line with GDPR requirements.
- We are a training clinic and so cases may also be viewed by behaviour clinicians in training. Please be assured, that anyone involved in handling clinical material provides written agreement to respect your personal details and confidence.



Follow Up

- Except in the case of an emergency, telephone or video communication during the follow up period will normally be at an agreed time within a predefined follow up session during the normal office hours.
- Included in the cost of the initial consultation is:
 - Telephone and email follow up relating to clarification of the report provided at the initial consultation for a period of 2 weeks after receipt of the report.
 - Telephone, email or video-conferencing relating to a change in advice based on the results of tests recommended at the time of the initial consultation and undertaken within a period of 3 weeks of the initial consultation.
 - Advice to the referring veterinary surgeon on matters of a veterinary nature, e.g. choice of psychoactive medication, changing doses of drugs, for a period of 3 months following the initial consultation.
 - Other advice as agreed with the behaviour clinician at the time of the initial consultation
- We are able to provide bespoke coaching and training to help you implement the agreed protocol. The timing of additional support and how much this will cost will be communicated to you in writing upon request. This can be purchased as a package within 2 weeks of the initial consultation, or on an “as needed basis” on an hourly rate.
- After a period of 3 months from the initial consultation, we need to re-examine your pet if you wish to continue under our care; there is a charge for this, and we will advise you of this in writing at your request.

Payment

- Once an appointment has been confirmed, full payment of fees is normally required two weeks in advance of the consultation. Failure to pay within this time, is likely to result in your appointment being cancelled.
- If you intend to claim on your pet insurance, please check directly with the company about eligibility for our services. Policies vary enormously, but we are a registered veterinary practice, employing veterinary specialists.
- We are able to complete an insurance claim form on your behalf after the consultation has taken place, but we are unable to perform direct claims from your insurance company, therefore fees must be paid to us in the first instance.
- If the consultation needs to be cancelled 72 hours or more in advance of the appointment time, we will contact you to rearrange the appointment; in exceptional circumstances we will consider a refund in full. Therefore, please inform us via email or telephone if you will be unable to attend.
- If less than 72 hours notice of cancellation is given or you fail to keep an appointment, you will normally incur the cost of the consultation in full, with a new fee payable for any subsequent consultation. If short notice cancellation is supported by medical or similar evidence, we will consider rescheduling the appointment at no further charge. If you arrive late, then your initial consultation may need to be shortened or in some cases, rearranged, and no refund will be provided for the initial consultation.
- Occasionally we 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 only refund your fee if this is not possible. We will not



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be liable for any costs you may have incurred in preparation for your initial consultation.

Parking

- A free parking space will be reserved for you outside the clinic, please park in this space and phone us to notify us of your arrival. Please remain in your car until a member of the team has come out to meet you, and please ensure your pet remains in the car until you are directed otherwise by a member of the clinic team. This is due to the site having both people and other dogs (not all of whom are friendly) moving through.
- Animals must not be left in a vehicle unsupervised at any time.
- Children are welcome to attend consultations, however, young people under the age of 16 years of age must be with an adult at all times.

Your acceptance of the consultation appointment is regarded as acceptance of these terms and conditions.