



University of Lincoln Animal Behaviour Clinic: Terms and Conditions

Consultations

- The length of the initial consultation may vary depending on the nature of the case, but for your initial consultation please allow up to 3 hours.
- The aim of the initial 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 to maximise your potential to implement an agreed programme. Further veterinary evaluation by another practice (such as your usual vets or another specialist referral service) and follow-up support beyond what is included with the initial behaviour consultation service will be charged 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.
- Should the Clinician feel that continuing a consultation is putting the welfare of the pet or the safety of people at unacceptable risk, they reserve the right to interrupt, postpone, reschedule or cancel the consultation.
- 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 and follow-up support may be required. These are charged according to the time and expertise required in both preparation (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 pet's case. This information is kept secure in line with GDPR requirements.
- We are a training clinic based within the University; therefore, 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.
- A risk assessment will be undertaken at the initial consultation, however, as the pet's legal owner, the client is responsible for continually assessing risk and implementing



risk mitigation strategies.

- If a pet has an enforcement order or any pending legal issues, these must be disclosed to the clinic ahead of the consultation and copies of any written orders must be provided in advance.

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.
- With regards to follow-up support, typically included in the cost of the initial behaviour consultation service is:
 - Up to 3 hours of behavioural follow-up support, to be used within 3 months of the date your written report is sent (usually within 10 working days of the consultation taking place)
 - Follow-up support may be conducted by phone, email, video calls or in-person sessions depending on your and your pet's needs
- Should a client decline to take advantage of the follow-up support provided as part of the service purchased, no refund will be given for this.
- If additional follow-up support is required, this can be purchased separately in packages of up to 3 or up to 6 hours, to be used within 3 or 6 months respectively.
- Additional follow-up packages can be purchased if started within 6 months of our last remote or in-person appointment for the behaviours we have already assessed. If it has been more than 6 months, or for a behaviour we have not assessed, then we would need to restart with a new initial consultation.
- Decisions regarding any delay to starting follow-up support or pauses during the follow-up support period, for example, due to medical investigation being required before progressing other areas of the treatment plan, rest with the leading Clinician and Clinic Director and will be discussed on a case by case basis.

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 can 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/dates due to 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 be liable for any costs you may have incurred



in preparation for your initial consultation.

Parking

- A parking space will be reserved for you outside of the clinic once your vehicle registration details have been provided. These details will be requested within your booking confirmation email. Please park in the visitor bays outside Minster House 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 that 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, unless under the direct instruction of the clinician overseeing your case.
- 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.
- A visitor parking space will also be booked for in-person follow-up sessions at the clinic, however it is the client's responsibility to provide vehicle registration details at least 3 working days in advance of an appointment for this to be booked.

Client feedback

- We welcome feedback from our clients and, whilst we shall use all reasonable endeavours to provide a high standard of services, care and treatment to all pets and clients, we nevertheless want to hear from you if you have any cause for complaint. If you have a complaint about our services or any other complaint about the clinic, please raise the matter with Professor Daniel Mills (Clinic Director) who can be contacted via the clinic email: animalbehaviour@lincoln.ac.uk, marking correspondence for the attention of Professor Daniel Mills.

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

