



Animal Behaviour Consultant and Trainer

Founded and run by Louise Robinson Harris,

MSc Applied Animal Behaviour and Training (Distinction)

Terms and Conditions

2026

1. Introduction

These Terms and Conditions apply to all the services by 'Animal Understanding' operated by Louise Robinson Harris, to the exclusion of any other terms unless otherwise agreed in writing.

Animal Understanding provides dog and horse training, behaviour consultations, and related advice to clients. By booking or participating in any service provided by Animal Understanding, the Client agrees to these Terms and Conditions. Animal Understanding reserves the right to update these Terms and Conditions at any time with immediate effect.

2. Definitions

For the purposes of these Terms and Conditions:

'Animal Understanding' refers to Animal Understanding and the business owner, Louise Robinson Harris

'Client' refers to the owner, handler, rider, or person responsible for the animal receiving the services.

'Animal' refers to any dog, horse, or other animal owned or handled by the Client and presented for training or behavioural consultation.

'Services' refers to all training sessions, behaviour consultations, coaching, advice, handouts, behaviour management plans, training plans, written reports and related services created and provided by Animal Understanding.

'Session' refers to any booked training session, training class, behaviour consultation, or any guidance and advice session.

'Agreement' means the quotation, acceptance and the following terms and conditions

3. Services Provided

Animal Understanding offers a range of services including but not limited to:

- Training classes (puppy and adolescent dogs)
- One-to-one dog training sessions
- Dog behaviour consultations
- One-to-one horse training sessions
- Horse behaviour consultations
- Training guidance for owners and handlers
- Written training plans or follow-up advice where applicable

Services may be delivered in person, online, or at a location agreed with the Client.

Animal Understanding reserves the right to modify, refuse, or discontinue services where necessary for safety, welfare, or professional reasons.

4. Guarantee

Animal Understanding accepts no liability if any problems become worse or do not improve.

Animal Understanding can only guide and offer advice; it is the client's responsibility to enforce changes.

Behaviour work cannot be guaranteed for any animal.

Identifying causes of behaviour problems, is integral in developing a behaviour management and treatment plan to overcome these issues. In some cases, causes may not be identifiable and behaviour management and treatment plans may not be as effective as desired. Whilst this is unusual, those seeking behaviour therapies should be aware of this possibility. Implementing behaviour management and treatment plans may produce desired results quickly; however, time and commitment is required. This should always be considered as often a behaviour problem has spent a

significant amount of time developing, therefore, your perception of treatment needs to reflect how long the issues have been manifesting for.

Implementation remains, at all times, the responsibility of the client.

The animal's wellbeing, welfare, and actions are also the responsibility of the owner.

Behaviour reports and behaviour management and treatment plans are created according to the information provided by the client, the information gained on assessment, and information provided by referring veterinary surgeons. Full cooperation from the client, including full disclosure of any/all problems being experienced, is needed. Withholding information can affect the plan, this includes withholding information regarding health matters. Advice to seek veterinary assistance may be given.

Animal Understanding will provide services for the client, the client is only to implement plans or advice in its original form and only for its original use for the animal named and described for the service provided.

Training and behaviour plans and programmes are specific for the animal they have been designed for and should not be used in whole or in part with any third party.

The client shall agree to NOT sell, destroy, deface alter or part with any material created and provided by Animal Understanding or permit it to be given or done so by any third party.

5. Booking and Payment

Travel fees are incurred for in person services: 47p per mile outside a 10 mile radius from BH20 5JG

Sessions must be booked in advance.

All payment is required via BACS transfer prior to sessions, classes or appointments. .

A booking is considered confirmed once payment has been received.

Prices are subject to change but confirmed bookings will honour the price agreed at the time of booking.

6. Cancellations and Rescheduling

If the Client needs to cancel or reschedule a session, at least 72 hours is required.

Where less than 72 hours notice is given, the session may be charged in full.

Failure to attend a scheduled session (no show appointment) without notice will result in the client being charged in full for the original fee.

Cancellations by Animal Understanding : Animal Understanding reserves the right to reschedule or cancel sessions in circumstances including illness, severe weather, or other unforeseen events. In such cases an alternative appointment will be offered or a refund within 14 days that is equal to the amount of the service that has been cancelled. Refunds will be made via the original payment method. Cancellation notices may be given by phone, email or the website.

7. Refund Policy

1:1 Training sessions, Puppy Classes, Teenage Dog Classes, Behaviour Consultations bookings are non-refundable.

Where packages or multiple sessions are purchased, if a session is cancelled no refund will be issued. However the remaining unused sessions will be available to the client to rebook for 3 months after a cancellation.

If a session or package of sessions is cancelled and not rebooked within 3 months, the session will no longer be available (at Animal Understandings discretion) and no refunds will be issued.

8. Client Responsibilities

The Client agrees that:

- They are responsible for the behaviour and control of their animal at all times.
- They will follow Animal Understanding's guidance and safety instructions during sessions.
- They will disclose any known behavioural issues, aggression, bite history, or safety concerns prior to the session.
- They will provide accurate information regarding the animal's health and history.

Clients must ensure that animals presented for sessions are fit and healthy to participate.

9. Animal Health and Welfare

VACCINATIONS: All puppies and dogs are required to be fully vaccinated, and proof of vaccination is required at your first class

ILLNESS: Please do NOT bring your puppy or dog along to classes in the case of illness.

BITCHES IN SEASON: Please do not attend if your female dog comes into season.

The Client confirms that their animal:

- Is in good health and not suffering from any condition that could affect training.
- Has received appropriate veterinary care where required.

As behavioural issues may be linked to pain or medical issues, Animal Understanding may recommend that the Client seeks veterinary advice before continuing training.

Animal welfare is a priority and Animal Understanding reserves the right to stop a session if welfare concerns arise.

Animal Understanding will report any animal that is being mistreated, neglected, or abused immediately to the appropriate authorities, which can take necessary action, as in accordance with the Animal Welfare Act 2006.

If an animal brings harm to another person/dog/horse or damages property, the client is liable for the offence made.

Clients are also responsible for their dog fouling in public places (including the training facilities or in the park (for example during a training session)), and all dogs must be wearing a suitable collar with the owner's name and address inscribed either on a plate on the collar or on a tag attached to the collar.

All dogs must be kept ON LEAD unless specifically instructed to do otherwise by Animal Understanding.

The client is responsible for their animal's behaviour at all times during classes, sessions and consultations.

10. Training Methods

Animal Understanding aims to use ethical and welfare-focused training approaches. Harsh handling, use of aversives, (such as punishment) or force are not permitted during sessions.

Clients are expected to handle their animals in a safe and humane manner during sessions.

The Trainer may request that certain equipment or handling methods are not used if they are considered unsafe or inappropriate.

ITEMS NOT PERMITTED: check or half check collars, prong/pinch collars, electronic collars, citronella collars, ultrasonic collars, slip leads, anti-pull harness, any device which emits a noise intended for punishment interruption in an abrupt manner. Any other device used to punish, cause fear or intimidation.

Please ensure your dog is wearing a normal flat collar and/or harness, with a normal trigger hook lead and ID as per UK Dog Law.

Failure to comply with this section of the terms and conditions may result in discontinuing of service without refund.

11. Safety and Risk

Working with animals carries inherent risks.

By participating in training sessions, the Client acknowledges and accepts that animals may behave unpredictably and that there is a risk of injury to people or animals.

Clients remain responsible for their own safety and the safety of their animal during all sessions.

For horse training sessions, riders and handlers are responsible for wearing appropriate safety equipment such as helmets and gloves where applicable.

12. Liability

While every effort is made to ensure safety and provide professional guidance, Animal Understanding cannot guarantee specific training results.

Animal behaviour is influenced by many factors including owner consistency, environment, and previous learning history.

Animal Understanding accepts no liability for:

- Injury or damage caused by an animal
- Loss or damage to property

The client is responsible for their animal's behaviour at all times during classes, sessions and consultations.

Nothing in these Terms limits liability where it cannot legally be excluded under UK law.

13. Behaviour Disclosure

The Client must disclose any known behaviour issues such as aggressive behaviour, biting incidents, or dangerous behaviour **prior to** the session, class or consultation.

Failure to disclose such information may result in immediate termination of the session without refund.

14. Intellectual Property

Any written materials, training plans, behaviour management plans, reports, or resources provided by Animal Understanding remain the intellectual property of Animal Understanding.

These materials are provided for the Client's personal use only and may not be copied, distributed, or reproduced without permission.

15. Data Protection and Privacy

Animal Understanding will collect and store client information only for the purpose of providing services.

Personal information will be handled in accordance with applicable UK data protection laws.

Client details will not be shared with third parties without consent unless required by law.

16. Photography

The client understands that at sessions they may be photographed and/or filmed. The client agrees to allow their photo, video, or film likeness to be used for any legitimate purpose by Animal Understanding. The client hereby waives any right to inspect or approve the use of the images or recordings or of any written copy. The client waives any right to royalties or other compensations arising from or related to the use of the images, recordings, or materials.

16. Right to Refuse Service

Animal Understanding reserves the right to refuse or terminate services if:

- Safety concerns arise
- Animal welfare is compromised
- The Client behaves in an abusive or inappropriate manner
- Information about the animal has been withheld

17. Insurance

Animal Understanding maintains appropriate public liability insurance for the services provided.

18. Changes to Terms

Animal Understanding reserves the right to update or amend these Terms and Conditions at any time.

The most recent version will be made available to clients prior to booking services.

19. Governing Law

These Terms and Conditions are governed by the laws of England and Wales.

20. Contact Information

Animal Understanding

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Email: Louise@animalunderstanding.co.uk