

## **Terms and conditions University of Lincoln Animal Behaviour Clinic**

### **Consultations**

Consultation times vary enormously depending on what we discover, but for your initial consultation please allow up to 2-3 hours. The consultation 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 things otherwise.

Further consultations will probably be required to investigate behavioural matters not related to or discussed at your first visit. Other animals in the household and animals belonging to friends or family will need to be referred separately by their vet. We are a referral only practice and are unable to offer advice on animals that have not been referred and seen in the clinic.

### **Follow Up**

Telephone and email follow up are normally included in the cost of the initial consultation; typically for a period of up to 3 months after the date of this consultation. Telephone or email communication during the follow up period included with a consultation will usually take place about every two weeks and phone calls typically last no more than half an hour. If required, up to two demonstration of a particular training technique in the clinic can be included as part of the routine follow up. These sessions, where appropriate last up to 45 minutes and take place at the clinic premises.

We are happy to provide further follow up, but this is done through a re-visit consultation which is chargeable. Re-visits for the same condition can occur up to 6 months after the date of the initial consultation. If a consultation is needed after this 6 month period, or a consultation is required at any point for another condition, then an initial consultation fee will apply.

### **Payment**

Once an appointment has been confirmed, full payment of fees is normally required at least 72 hours before your appointment.

Please note: if you intend to claim on your pet insurance, please check directly with the company, as policies do vary. Whilst we are able to complete an insurance claim form on your behalf, we are unable to perform direct claims from your insurance company, therefore fees must be paid to us in the first instance.

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

If the consultation is cancelled 72 hours or more in advance of the appointment time, we will refund you 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, the cost of the consultation will not be refunded. If you arrive late, then your initial consultation may need to be shortened or in some cases, rearranged.

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 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 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.

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.