

Services Table

Service	Description	Cost (£)
First Aid Hour	If you need urgent advice and cannot wait for a behaviour consultation, you can book in a preliminary hour with our senior behaviourist over the phone. This hour is only intended to provide you with first aid, prophylactic management advice to help you and your pet cope until a full assessment is made. To make the most of the limited time in the appointment we still require a completed behaviour questionnaire. We will expect a completed vet referral, and as always we will keep your vet in the loop about the outcome of our call. As with all our behaviour services, there are no quick fixes.	150
Parrot Consultation	The initial 2-hour behaviour consultation is held either in your home or online. Both options allow us to see you and your bird in your normal environment, so we can see how you all interact and make as thorough an assessment of the behaviour problem as much as possible. The 6-week package then includes weekly check-ins, a virtual follow-up session, a tailor-made behaviour modification plan and liaison with your vet. Further follow-up support can be provided for an additional fee (see below).	250
Cat Consultation	The initial 2-hour behaviour consultation is held either in your home or online. Both options allow us to see you and your cat in your normal environment, so we can see how you all interact and make as thorough an assessment of the behaviour problem as much as possible. The 6-week package then includes weekly check-ins, a virtual follow-up session, a tailor-made behaviour modification plan and liaison with your vet. Further follow-up support can be provided for an additional fee (see below).	450
Dog Consultation	Initial home behaviour assessment by one of our senior behaviourists, generally followed by three monthly sessions either online, or in your home/park with one of our senior or associate behaviourists. Includes a tailor-made behaviour modification plan, a dog training manual, liaison with your vet, plus text and email support. The plan is updated as needed. Further follow-up support can be provided for an additional fee (see below).	750
Supervised Consultation	Another option for dog owners is to opt for the consultation to be led by one of our advanced student or associate behaviourists, supervised by one of our senior behaviourists. A 2-hour home visit and a follow-up session is included - one will be conducted virtually, while the other is in your home or on a local walk. Other students may be virtually 'sitting in' via online	400

	video link. You also receive a tailor-made behaviour modification plan, plus 3 months' of email and text follow-up.	
Learning Clinic Virtual Consultation	<p>We offer 2-hour virtual appointments at our monthly 'Learning Clinic'. This service is particularly suited for cats and parrots, where they can be at ease in their home environment, but you do not have the cost of our travel. These virtual consultations allow for an initial assessment of the underlying causes of a behaviour problem, plus the formation of a remote behaviour modification plan.</p> <p>The clinic is also an ideal learning environment for budding pet behaviourists. So one of our senior behaviourists will be supervising the consultation and providing advice, but an advanced student will be leading the consultation. Moreover, up to five other students will be virtually 'sitting in', muted via online video link.</p> <p>A report, liaison with your vet, plus 3 months of email and text follow-up support is included.</p>	200
Follow-up Appointments	If further follow-up in person is necessary, we can meet online, or we may be able to come to you, meet on a local walk, or you can come one of our clinics. Appointments last 1 hour.	100
Veterinary behaviourist support	Second Nature Behaviour works closely with select, independently accredited vet behaviourists. When there is a small aspect of the case that requires additional expertise, our behaviourist and your vet can work with a vet behaviourist to remotely review your pet's case and provide further advice. All communications with the vet behaviourist are handled directly by Second Nature Behaviour. Sometimes it becomes clear that it is appropriate for the entire case to be passed over and referred onto a vet behaviourist for them to lead, in which case you will need to seek their services separately.	200/hr
Email and text support	After completion of one of our services, you can subscribe to 6 months' additional email/text support, subject to our fair use policy.	60/mth

Feel free to give us a call **0121 299 0188** for a no obligations chat. You can read more about us on our web site www.secondnature.bio .

Please contact us for further information about our services for **other species**, as well as our general enrichment advice service.

We also provide **free staff CPD and client talks** to veterinary practices.

We will travel within 20 miles of one of our office hubs in West Midlands, Staffordshire and Warwickshire (post codes: B2 4AY, ST11 9RB and CV1 2NT). If you live outside our travel zone, then return travel is charged at £2/mi.

When you book a service with us, it is given that you accept and agree to abide by our terms and conditions (see our web site www.secondnature.bio/terms or ask us for further details).