

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 companion 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 companion 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 our senior behaviourist, Zoe Demery, generally followed by three monthly sessions either online, or in your home/park with Zoe or one of our 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 our senior behaviourist. 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 video link. You also receive a tailor-made behaviour modification plan, plus 3 months' of email and text follow-up. | 400 |

Second Nature Behaviour Ltd

Company no. 12424594 registered in England and Wales

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| | | |
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| 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 our senior behaviourist 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 for a no obligations chat. You can read more about us on our web site.

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.

Initial behaviour consultation fees include travel within 20 miles of our office. If you live outside our travel zone, then return travel is charged at £2/mi. Follow-up visits are charged according to whether one of our associate behaviourists is within 20 miles of you. If not, then again return travel is charged at £2/mi.

Except for the dog consultation, all fees are due in advance at booking.

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 or ask us for further details).



Terms and Conditions of Business

1. Appointment

You appoint **Second Nature Behaviour Ltd** (Company No. 12424594), registered in England & Wales and whose registered office is Unit 55, 51 Pinfold Street, Birmingham B2 4AY ("**Second Nature Behaviour**" or "**We**") as your provider of those animal behaviour counselling services selected on the Key Details Sheet (and any subsequent Key Details Sheets that we may send you if you select other services), details of which are set out in the Key Facts (the "**Services**"). The Services will start on the date set out on the Key Details Sheet ("**Start Date**") and will continue until the appointment expires or is terminated in accordance with the provisions of these terms.

2. Second Nature Behaviour's Obligations

In consideration of the payment of the fees detailed below, we shall use all reasonable endeavours to provide the Services and any further services agreed between us in writing from time to time.

We may, with your permission, allow one of our students to assist in your case and they may therefore be present on consultations and may take over your pet's case if appropriate. However, they will be under our supervision and we remain responsible for them.

3. Fees

3.1. You agree to pay us the fees set out on the Key Facts Sheet during the term of this Agreement or as may be agreed between us in writing from time to time.

3.2. If you fail to pay us in accordance with this Agreement, you shall also reimburse us for all reasonable expenses (including legal fees) incurred by us in collecting any unpaid amount together with default interest on late payments at a rate equal to 3 % per year above the base lending rate of the Bank of England from time to time.

4. Your Obligations

4.1. We will need certain information from you about your pet in order for us to provide the Services and for you to take specific steps, all as set out in the Key Facts Sheet. We accept no liability in the event that you suffer any loss due to inaccurate information regarding your pet or if you fail to take the recommended steps.

4.2. If you do not, after being asked by us, provide us with this information, or you provide us with incomplete or incorrect information or fail to take the necessary steps, we may make an additional charge of a reasonable sum to cover any extra work that is required or we may suspend the Services by giving you written notice.. We will not be liable for any delay or non-performance where you have not provided this information to us or not taken the requested steps after we have asked. If we suspend the Services under this clause , you do not have to pay for the Services while they are suspended, but this does not affect your obligation to pay any invoices we have already sent you.

4.3. We may provide you with advice regarding products for your pets; however, you will be responsible for purchasing such products on your own behalf and we accept no liability with regard to such products.

5. If there is a problem with the Services

5.1. In the unlikely event that there is any problem with the Services, please contact us and tell us as soon as reasonably possible. We will use every effort to resolve the problem as soon as reasonably practicable provided it relates to the Services.

5.2. If you are a consumer, you have legal rights in relation to Services not carried out with reasonable skill and care. Advice about your legal rights is available from your local Citizens' Advice Bureau or Trading Standards office. Nothing in these Terms will affect these legal rights.

6. Copyright

If we provide you with manuals or other information, we or the third party author will own the copyright, design right and all other intellectual property rights of the product and any drafts, drawings or illustrations we make in connection with the Services for you.

7. Your 14 day 'cooling off' right to cancel

7.1. If you decide to cancel the contract in line with your 'cooling off' rights mentioned on the Key Details Sheet, you just need to let us know that you have decided to cancel. The easiest way to do this is to e-mail us at info@secondnature.bio or by post to Unit 55, 51 Pinfold Street, Birmingham B2 4AY. If you send us your cancellation notice by e-mail or by post, then your cancellation is effective from the date you send us the e-mail or post the letter to us. For example, you will have given us notice in time as long as you get your letter into the last post on the last day of the cancellation period or e-mail us before midnight on that day.

7.2. Unless you have already received part of the Services in which case we will deduct the amount due for them, if you cancel your contract we will:

7.2.1. refund you the price you paid for the Services; and

7.2.2. make any refunds due to you as soon as possible and in any event within 14 days after you inform us of your decision to cancel the contract.

8. Termination

8.1. Either party has the right to terminate this Agreement immediately at any time by giving written notice to the other party in the event that:

8.1.1. the other party commits a material breach of this Agreement which cannot be remedied or a breach capable of being remedied and fails to remedy the breach within twenty one (21) days of a written request to do so; or

8.1.2. the other party is the subject of a bankruptcy order (if an individual) or becomes insolvent or makes any arrangement or composition with or assignment for the benefit of its creditors or if any of the other party's assets are the subject of any form of seizure, or the other party goes into liquidation or a receiver or similar officer is appointed over the other party's assets.

9. Limitation of liability

9.1. Neither party shall be liable to the other in contract, tort (including negligence) or otherwise for any indirect loss of profits, business or anticipated savings, or for any indirect or consequential loss or damage whatsoever.

- 9.2. Nothing in this Agreement shall exclude or restrict either party's liability for fraud, death or personal injuries resulting from the negligence of that party or of its employees while acting in the course of their employment.
- 9.3. Subject to the preceding paragraphs of this clause, our total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise arising in connection with the performance or contemplated performance of this Agreement shall be limited to the Fees paid for the Services.

10. How we use your personal information

We only use your personal information in accordance with our Privacy Policy, the Fellowship of Animal Behaviour Clinicians Code of Conduct and the Code of Conduct for Certificated Clinical Animal Behaviourists (please see our web site, www.secondnature.bio for details). Please take the time to read our Privacy Policy and these Codes of Conduct, as they include important terms that apply to you.

We do not endorse the use of physical punitive correction unless required to prevent injury. Our welfare and protection policy is that any health or welfare issues found to be of concern will be reported to the local government authority and RSPCA inspector, or local Police where appropriate.

11. Miscellaneous

- 11.1. Contacting us: You can e-mail us at info@secondnature.bio or contact us by telephone on 0121 299 0188 or by post to Unit 55, 51 Pinfold Street, Birmingham B2 4AY.
- 11.2. Waiver: If we fail or delay in exercising a right we have under this Agreement, it does not mean that we will not enforce it at a later date.
- 11.3. Entire Agreement: This Agreement contains the whole Agreement between the parties relating to its subject matter and supersedes all previous written or oral agreements relating to it.
- 11.4. Severance: If any provision of this Agreement is declared by any judicial or other competent authority to be void, voidable, illegal or otherwise unenforceable it may be severed from this Agreement and the remaining provisions of this Agreement shall remain in full force and effect. The parties shall seek to amend such provision in such reasonable manner as achieves the intention of the parties without illegality.
- 11.5. Third Party Rights: No person who is not a party to this Agreement shall have any rights to enforce its provisions.

12. Law and Jurisdiction

This Agreement (and any non-contractual obligations) shall be governed by and construed and interpreted in accordance with the laws of England and Wales and shall be subject to the exclusive jurisdiction of the English courts.

If you are a customer using our services from outside the UK, then you must comply with all applicable laws and regulations of the country for which the services are provided. We will not be liable or responsible if you break any such law.