



**Terms and conditions for behavioural and training services
A pet on a couch - Agnieszka Dabrowiecka**

1. Each person attending a behavioural consultation or training (Client) must read the content and comply with these regulations.
2. The consultation date is set by e-mail based on the completed online form. Because various fortuitous events occur, and sometimes the meeting is scheduled well in advance, behaviourists may send an e-mail a day before the meeting requesting a confirmation of the consultation. It must be answered by 11:55 p.m. the day before the meeting. Without such feedback, the meeting will be cancelled, and you may need to find a new date for the consultation.
3. Consultations are scheduled for a specific time but with a tolerance of up to 15 minutes. The zoopsychologist will try to be on time, but any delay may be caused by, for example, a prolonged previous consultation or a traffic situation. In the event of an expected longer delay, such information will be provided by e-mail.
4. The zoopsychologist reserves the right to change the consultation date no later than 2 hours before the planned meeting due to fortuitous events beyond her control, i.e. illness. She will inform the Client about this fact immediately by e-mail, offering an alternative meeting date as soon as possible.
5. Videos, photos, apartment plans, veterinary test results, and other documents and materials that the Client will be asked for before the meeting and which will be necessary to diagnose the problem should be sent to the following address: petonthecouch@gmail.com at least 48 hours before the meeting/consultation. Without providing the materials, it may be necessary to reschedule the visit until the diagnostic materials have been delivered.
6. The materials mentioned in point 5 can be shared, especially in the case of larger files, by means other than e-mail, e.g. via WeTransfer, GoogleDrive or YouTube as a non-public video, by granting access to the materials to the following e-mail address: petonthecouch@gmail.com
7. As part of the problem reported during the consultation, the Client is entitled to additional e-mail contact with the zoopsychologist for 14 days from the consultation date. Additional consultation may be necessary after this date or if a new problem occurs. Further e-mail contact may be possible for an additional fee, determined individually based on the scope of assistance and the time needed to provide the service.
8. If the animal is aggressive or manifests any allergies or health problems, the zoopsychologist must be informed about this by the Client before the meeting - in the appropriate fields of the application form and/or via e-mail. Then, the zoopsychologist will arrange the meeting so that all parties and the animal are as safe as possible. In the case of aggressive animals, before the meeting, the Client will be sent detailed instructions prepared by the zoopsychologist on what to do during the meeting, which must be strictly followed for mutual safety. In the case of aggressive dogs, at the request of the zoopsychologist, it may be necessary to put on a muzzle (physiological) and/or keep the dog constantly on a leash under the guardian's supervision. Failure to follow these recommendations may result in immediate termination of the consultation, and you will still be obliged to pay the full consultation cost.
9. The Client is obliged to provide information about the animal's health condition, including allergies, current heat in female dogs, injuries and previous treatments, quarantine, etc., as they may have a significant impact on the animal's behaviour and, to some extent, limit the

scope of work that can be performed at a given moment or require a non-standard approach to work and special precautions from the very beginning of the meeting.

- 10.If the zoopsychologist observes a problem that, in her opinion, may have a medical background, she may request a consultation with a veterinarian before continuing cooperation - therapy or training.
- 11.The dog is required to have a current rabies vaccination.
- 12.During training classes and consultations, the use of any aversive tools, i.e., prong collars, choke chains, head halters, shock collars, etc., is strictly prohibited.
- 13.Payment for the consultation is made based on the invoice delivered via e-mail within 2 days of receiving the invoice by bank transfer or BLIK by phone. The consultation report may not be sent until the transfer is received.
- 14.The consultation cost is determined based on the completed application form and the type/ time of the behavioural consultation or training meeting.
- 15.The Client acknowledges that it is impossible to determine in advance the number of meetings needed or the extent to which changes in the pet's behaviour will be achieved. This is a highly individual matter. Of course, after consultation and interview, based on the experience of the zoopsychologist, it is possible to estimate the initial training assumptions and the therapy plan and estimated time, but still, they cannot be binding, as they depend on many factors that are difficult to control.
- 16.The Client is responsible for any damage caused by the animal (Civil liability for owning a dog, Art. 431, paragraph 1 of the Civil Code in Polish law)
- 17.In the case of consultations and training outdoors, the Client will always clean up after their dog.
- 18.The behavioural consultation takes place at the animal's place of residence unless otherwise agreed, or the meeting takes place in a park or online.
- 19.After the consultation, the Client receives a list of recommendations from the zoopsychologist and a meeting summary within 10 business days of receiving the payment. At the Client's request, meeting minutes or additional educational material may be sent in advance, which will be determined during the consultation. If the Customer indicates by e-mail that they do not want to receive the report, this point does not apply.
- 20.The zoopsychologist is not responsible for the Client's further actions and the effects of these actions, as well as for non-compliance or improper compliance with the recommendations, especially when monitoring meetings are prevented or the Client conceals essential information from the zoopsychologist. The Client should be aware that failure to follow the recommendations or selectively following the established therapy plan may prolong or prevent achieving desired results and improvement of undesirable behaviour or achieving training successes.
- 21.A zoopsychologist may use a camera/phone to document the course of a consultation or training to use these materials to analyse the animal's behaviour. While maintaining anonymity, the zoopsychologist will also be able to use the materials created in this way, free of charge, for educational and marketing purposes, e.g. when creating instructional videos, webinars, or educational posts in social media and other materials created by the zoopsychologist. The same applies to video and photo materials sent by the Client for viewing by the zoopsychologist, unless the Client states in writing that they do not consent to this.
- 22.The materials provided as part of the summary of the meeting with the Client, post-consultation reports, e-books and training and educational materials, as well as publications in social media, are the property of Agnieszka Dąbrowiecka operating under the brand Zwierzak na kozetce/ Pet on the couch and are subject to copyright. Sharing them requires the author's consent; each time, the author must be marked with the logo and reference. Modifying the content and removing the logo from these materials is prohibited.

23. Live consultations take place in Warsaw in the zone specified on the website www.zwierzaknazetce.com. Is it possible to arrange a visit to the Client outside the borders? Due to the need for the zoopsychologist to reserve more time for travel to and from the Client's place, as well as the increased gas cost, will an additional transport fee be added to the price of the consultation according to the current price list?