



CLIENT CONTRACT

I am really happy to be partnering with you to create a life with your dog that is calm, kind and happy.

This document lays out the agreements that form the container for our work and help ensure that this coaching is a powerful and transformative experience.

Have a read through each of the agreements set out below, and let me know if you have any questions or concerns.

1 PACKAGE

The package you have purchased consists of:

- a. Full access to the Speak Dog online educational programme for as long as you need
- b. Five coaching sessions via zoom lasting 30 minutes, at least 3 of which are to be taken during the course. All coaching sessions to be arranged within 6 months of package purchase, to clarify the method you are learning and for me to fully understand your individual situation, environment, personalities of both you and your dog! These can be booked at your discretion and convenience either throughout the self-paced online education or afterwards.
- c. Unlimited e-mail/text message support and spot coaching. Should you require more in depth reminders or coaching AFTER the online resource, the 5 sessions or after 6 months, we can arrange another online coaching session at an additional fee.

2 SESSION TIMES

Your coaching sessions will usually be conducted by Zoom video and will be scheduled by you, at your convenience via my Acuity scheduling app and you will be sent a zoom link. Our coaching sessions will be initiated by you logging on with that zoom link. If you are late, this cuts into our coaching time together. To make sure that we make the most of our time together, please be punctual when connecting to our calls. If you need to reschedule an appointment, you agree to do so with at least 24 hours' notice, and can do so by using the scheduling app. If either of us must cancel a session at the last minute because of a legitimate emergency, we shall do our best to make it up at a mutually agreeable time.

3 YOUR COMMITMENT TO YOUR DOG AND TO THIS PROCESS: A CALM, KIND AND VERY HAPPY FOLLOW THROUGH WITH THE METHOD

You understand and agree to the fact that transformation requires commitment. But even more than that, your dog deserves your best shot, and you give yourself your best chance of achieving the life you

want with your dog with commitment, and calm consistency. I provide you with the information you need to be the calm, kind, happy presence in your dog's life for behaviour change to occur. This is going to be joyful and transformative!

4 MY COMMITMENT TO YOU, YOUR DOG AND TO THIS PROCESS: TO DO EVERYTHING I CAN TO TEACH YOU HOW TO IMPROVE YOUR LIFE WITH YOUR DOG

I will do everything I can to help you see the world from the perspective of your dog and from there you will see clearly how our behaviour affects theirs. My job is to coach you, bring you lightbulb moments, help you problem solve, help you find the joy in all areas of life with your dog. My job is not to agree with you on everything or tell you what you want to hear. That may mean reflecting things to you that you don't want to hear, or pointing to something you are unwilling to look at. This is often around needs... sometimes our own personal needs are at odds with the dog's needs. I promise to be gentle though!

I will be available to email with questions and check ins here and there if you need outside of the planned Zooms. I am, however, keen to promote a healthy work life balance and so cannot commit to being reachable outside of regular office hours, unless we have a mutually arranged appointment.

5 RESPONSIBILITY

You understand that this method is completely your responsibility, an ongoing process, and, for complete success, you must follow all the instructions and guidelines offered from the online resources, our zooms and thereafter. There are no time limitations for a successful outcome.

5 CONFIDENTIALITY & COPYRIGHT

Anything that you tell me or otherwise reveal to me in my capacity as your coach will be kept strictly confidential. I will never share anything you have done or shared in our coaching conversation without your consent. Likewise I ask that you do not share the materials from this course without my prior permission.

6 LEGAL DISCLAIMER

In the event of any incident, accident or damage caused to or by the above named dog/s in any circumstances either during or after the consultation, no liability will attach to Ali Carrington of Calm Kind Happy.

Ali Carrington or Calm Kind Happy cannot be held responsible for other behaviourists, dog trainers or any third party's advice or actions if any accident or incident is caused because of advice given by them and acted upon by you or any third party.

If at any time in the future you adopt the services of another canine trainer, canine behaviourist or any person/s whose advice is acted upon but you or assigned third parties by yourself which is contrary to the advice given either at your initial consultation or thereafter in your ongoing support, this will null and void the contract we have together including your lifetime support.

7 DATA PROTECTION

As part of us working together I will have gathered certain details of a personal nature such as your home address and history with your dog. The information you provide will be held on your coaching record and will be used solely for the purpose of retaining a record of your consultation plus further

coaching.

Applicable data protection legislation shall be complied with and as such I shall ensure that your personal data is not shared or otherwise processed other than for the purposes set out in this agreement or as instructed by you in advance or as may be required by applicable law. Anyone having access to or processing your personal data shall be required to keep that data confidential. Appropriate measures will be put in place in order to protect your personal data. Should any data breach occur you will be notified without undue delay. At the end of this agreement you may write and request that your personal data be returned or deleted, and we will do so unless otherwise required by applicable law.

If you wish to withdraw any of your consents to the processing of your personal data, you may do so in writing to me. You acknowledge that withdrawing the right to hold your personal data may directly impact the ability for the services to be provided. In such circumstances the agreement will terminate.

In order to confirm and formalise the understandings between us please indicate your acceptance of the terms of this letter by counter-signing and dating it in the space provided below and returning it to me.

Yours sincerely,

Ali Carrington

Your Name & Date