



Certified Behavior Consulting & Education

Policies & Expectations

Payment

Prepayment is required in full to secure all appointments. Online payment is made via my scheduling app or via square. This is designed to free up my time to better do what you've come to me for

Cancellations

I ask for 48hrs notice of cancellation. Less than 48hrs notice of cancellation or no shows may result in loss of 50% of session payment, as I cannot fill the appointment time. Inclement weather, illness, etc. are, of course, exceptions here.

Scheduling

I schedule with an app so you can choose your preferred date and time and not have to wait for my response. Also, if you need to cancel or reschedule, you can do so via the app or via email/text with me.

Follow Ups & Check ins

Few issues are resolved in one session. Resolution depends on many factors such as severity, frequency of training, motivation, health, the family, and much more. The clients who check in more often, typically get better resolution.

Included Services

One month of unlimited text and email check-ins are included in all services, while two 30min follow up video sessions are included in the Full 2hr Assessment options.

Additional and on-going Follow-Up options (of varying frequency) are available.

Frequency

Clients must check in via video, email or text at least **once per week** after our initial session to receive ongoing included services. Failure to check-in **at least** weekly may



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result in refusal of any follow-up services (included or paid) as a new Assessment may be necessary. Behavior is not static and if I am not kept up to speed regularly, I cannot guide you. It is VERY common for clients to tweak things and, though well-intended, such tweaks may be problematic or counter to the long-term plan. Likewise, miscommunication can occur and you may accidentally be practicing something erroneously. In such cases, I *must* correct your course to keep the plan on track. On-going practice of incorrect tasks or techniques can change your pet's behavior dramatically. By staying in touch, I can ensure you are progressing as you should.

Responsibility

You must follow up with me. You have one to two pets to keep track of. I may have dozens or more at a time. I cannot make you do this work, you have to do it yourself. For these reasons, I do not check in with clients - but I'll always respond. Think of yourself as the driver and me as your navigator - I'll keep guiding - but you have to keep driving!