

Vicky Kelly – Dog Listener; Terms & Conditions

These terms and conditions apply to all services requested and provided by Vicky Kelly – Dog Listener. Please read them carefully before booking a consultation. Nothing in these terms and conditions affects the statutory rights of consumers. Vicky Kelly reserves the right to make changes to these Terms & Conditions. Please visit www.adogs-life.co.uk to keep up to date.

Acceptance of your booking

Vicky must receive payment of the £50 non-refundable deposit by BACS within 48 hours of you making your booking, in order for your booking to be confirmed. She will acknowledge your payment has been received. After this point, if the deposit has not been received to secure the slot, your chosen date will be made available for other interested parties. She reserves the right to refuse your request to provide services; cancel or postpone your appointment prior to the rearranged date. Any booking cancelled by us, the deposit will be repaid, or diverted to the alternative date.

Prices

Consultation prices vary slightly in accordance with the time and distance required for travel, but are rarely more than £200 per consultation; unless exceptional circumstances dictate otherwise. Then we are at our discretion to set our price, for you to accept or decline. The price agreed at the time of booking is the price you will pay. The price agreed includes the deposit, so deposits paid are deducted from the final fee requested. All prices are in Pounds Sterling and include the cost of delivering the consultation, and any back up support requested and delivered by phone and email.

If another site visit is requested, then the full consultation fee is required again to carry this out. This will be communicated clearly with you, should you wish to have a second visit. A second visit will never be suggested by Vicky. She will always provide support requested by phone and email, for as long as you require it. If you feel that you would benefit from another visit, then you are welcome to request one. And this will be paid for at her up to date market rate. Please note that this may be more than you paid for your original visit, as costs rise over time.

Payment

All consultations require a £50 deposit by BACS to secure the slot, and settlement of the fee is required on the date of the consultation. Settlement is by BACS, cash or cheque.

Availability

All bookings are subject to the availability of Vicky Kelly. If she is unable to meet your requested date, she will endeavour to provide the next suitable available appointment for you. If you need support more urgently than Vicky can provide it, she may recommend you to an

alternative provider. However Vicky is in no way liable for any service provided, or communication with the alternative provider. You enter that agreement at your own risk.

Delivery

All clients of Vicky Kelly – Dog Listener will receive a full consultation in person at their home as agreed at the time of booking. It is the client's responsibility to ensure that they are home, and ready to learn on the date and time agreed.

Vicky Kelly teaches the method of Amichien Bonding ® as established by Jan Fennell International Dog Listeners Ltd. The service provided is “owner training” rather than “dog training”. She holds no responsibility for mistakes you as owners make upon delivery of this technique to your dogs. The reaction of your dog to this method will vary due to a number of factors; including personality, circumstances, history and your available time to work with your dog. As such there can be no guarantee over how long it takes until you see success. Also, Vicky can only *teach* you. She cannot stand over you to ensure that you do indeed deliver the method, and correctly. Ultimately it is your responsibility to convince your dog that you are without doubt the leader of your pack.

Vicky Kelly will continue to support you remotely via phone and email at your request, until you are happy that you have taken control of your pack. It is your responsibility to let Vicky know that you need her help. Vicky endeavours to reply within 12 hours of requests for her help. If you have not heard from her, please try to contact her again via another means; as technology is not 100% infallible. There are various methods of contacting Vicky including:

Phone: 07908 192656

Email: vicky@adogs-life.co.uk

Facebook: [Vicky Kelly – Dog Listener](#)

Vicky Kelly does not accept liability for the perceived suitability or specification of the service you receive.

Refund & Cancellations Policy

Your Right To Cancel:

Your non-refundable deposit is your cancellation fee. By securing her time for you, Vicky is unable to make it available for other owners wishing to receive help with their dogs. If you wish to cancel your booking please call immediately on 07908 192656.

If you have already received the service, but do not wish to follow the advice you have been given, Vicky is sad as your dog will not be helped. You will not be entitled to any form of refund, if this is the case, as you have received the service for which you have paid.

Service Description

For more information on the Amichien Bonding ® method, please visit www.janfennellthedoglistener.com

Complaints & Liability

All complaints should be addressed to Jan Fennell International Dog Listeners through their helpline on 01724 761764 or via email info@janfennellthedoglistener.com . If you feel that the service you have been given is not satisfactory. Vicky Kelly is monitored and assured by the Jan Fennell team, and you will have received an evaluation form to send to the office during your consultation.

If you have paid your deposit, but Vicky Kelly does not turn up at the date or time of your consultation, without prior warning, please contact 01702 864156 urgently, as this is either an unprecedented administrative error, or something has happened to Vicky.

Privacy Policy

Vicky Kelly - Dog Listener does not disclose client information to third parties.

Copyright & Trademarks Notice

The copyright in the design, text, graphics, selection and arrangement of this web site, its pages and downloadable files belongs absolutely to Vicky Kelly, with the exception of Jan Fennell International Dog Listeners related material, which Vicky Kelly uses with the company's prior consent. You may reproduce and print off parts of this web site only for the purpose of selecting Vicky's service. All other use is prohibited without her prior written consent.

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Disclaimer

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kind including without limitation, direct, indirect, special or consequential damages, loss of income or profits, loss of or corruption of data, loss of or damage to property or claims of third parties, arising out of or in connection with your use of this website or the products sold on this website.

We do not limit our liability for death or personal injury caused by our negligence or any rights you may have as a consumer to the extent that such liability and rights may not be excluded under applicable law.

Validity

If any of these terms and conditions are unenforceable it shall not affect the enforceability of the rest of these terms and conditions.

Third Party Rights

Nothing in these terms and conditions shall give any person who is not a party to the contract any benefit or any right to enforce any of the terms of the contract.

Governing law & Jurisdiction

These terms and conditions shall be governed by and construed in accordance with the law of England.

Contacting Us

If you have any suggestions or comments please telephone Vicky Kelly on 07908 192656