



Canine/Feline Behavior Counseling
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Policy Statement

NOTE: YOU MUST COMPLETE AND RETURN THIS QUESTIONNAIRE PRIOR TO YOUR FIRST APPOINTMENT. IF WE DO NOT RECEIVE A COMPLETED QUESTIONNAIRE 24 HOURS BEFORE YOUR SCHEDULED APPOINTMENT, THE APPOINTMENT WILL BE CANCELLED AND YOU WILL BE CHARGED A CANCELLATION FEE EQUAL TO THE FULL PRICE OF YOUR SCHEDULED SESSION.

Pre-Selection Questionnaire

Client's Name(s):

Mailing Address (including zip code):

Nearest Major Cross Streets:

Name of Apartment Complex or Housing Development if Applicable:

How do you prefer to be contacted (circle) Home Phone #:

Cell Phone #:

Email Address:

Who referred you to us?

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CANCELLATION POLICY-We require **24 hours' notice** to cancel any consultation/training session. **Appointments cancelled without 24 hours (prior to appointment time) will be charged full price for the scheduled session.** Once an appointment is cancelled, it can NOT be reinstated, if you change your mind. As soon as a cancellation is received, appropriate staff members are notified and that time slot is offered to other clients. **Be considerate of others and think carefully before cancelling your appointment.**

RESCHEDULING POLICY-We understand that life sometime changes and will accommodate requests to reschedule appointments with **at least 24 hours notice.** **Appointments will be only be rescheduled for free once!** Multiple requests to reschedule an appointment will result in a \$10 reschedule fee.

PAYMENT POLICY-Payment is required at time of service, or at time of registration for classes. Cash, Personal Check, Master Card, Visa and Discover are accepted. **Returned checks will be charged a \$25 fee..**

REFUND POLICY-No refunds will be given for any service already rendered or classes already attended. An account credit **may** be issued for unused or partially used retail items or pre-paid services at the discretion of Canine Behavior Counseling..

CONFIDENTIALITY POLICY-Canine Behavior Counseling respects and protects the confidentiality of our clients. We do not share names, addresses or any other information about our clients with anyone else without your express permission. **CBC does submit a copy of all behavior consultation reports to your veterinarian, as part of our service.**

COURTESY POLICY- We pride ourselves on our ethical and professional conduct. We do not discriminate based on race, religion, sexual orientation or for any other reason. Our services are open to all. **Disrespectful, racist, sexist or inappropriate behavior will not be tolerated from representatives or clients. WE RESERVE THE RIGHT TO REFUSE OR TERMINATE SERVICE to anyone who violates this or any of our stated policies.**

By completing and returning this questionnaire, you state that you have read and agree to the above policies.

Please describe your lifestyle: (active, homebody,etc..)

What types of activities do you wish to engage in with your dog?

Do you live in a home, apartment, townhouse?

Do you have a yard? How large?

A fence? how high?

What experience do you have with dogs? Specific Breeds or canine activities?

Do you have other animals? What types/Breeds/age?

What breeds are you interested in? Why?

What age dog are you interested in ? Why?

How much time can you realistically devote to training-per day, per week?

How much time during the day will your dog be with you?

How many people live in your home? What ages?

Do you have visitors often? Adults or children?

What other information would be helpful to us?