



Bond & Behave

Scottish Owner Training Assistance Dog Organisation

Assistance Dog Training

Public Access Preparation

Client Support

BOND AND BEHAVE - TERMS & CONDITIONS OF TRAINING, MEMBERSHIP & SERVICES

Effective from: 1 October 2026 Version: September 2026

These Terms & Conditions apply to all clients, members and service users of Bond and Behave ("Bond and Behave", "we", "us", "our").

By booking, attending or continuing to participate in any Bond and Behave service, you agree to comply with these Terms & Conditions.

1. TRAINING SERVICES

Bond and Behave provides owner-trained assistance dog training, handler education, assessments, workshops and associated services.

Training may be provided through weekly classes, online sessions, workshops, assessments, private sessions or other agreed formats.

Bond and Behave reserves the right to amend, suspend or discontinue a service where reasonably necessary, including where circumstances outside our control affect the provision of that service.

2. MONTHLY TRAINING PAYMENTS

2.1 Monthly Training Fee

From 1 October 2026, the standard monthly training payment is:

£60 per month

The monthly payment has been calculated by spreading the anticipated annual cost of regular training across the year. This provides clients with a predictable monthly payment while allowing Bond and Behave to continue providing training at an accessible and sustainable price.

2.2 Payment Arrangements

Payment arrangements must be established before the 25th of each month for the following month's training.

Monthly training payments will normally be collected by Direct Debit.

Clients are required to complete the Direct Debit setup process through the Bond and Behave booking system.

Once established, payments will be collected automatically unless the arrangement is cancelled or otherwise amended.

A receipt or payment confirmation will be provided for each successful automatic payment.

The monthly training fee is payable regardless of the number of sessions attended during the month. Missed or unused training sessions are non-refundable, non-transferable and cannot be carried forward, credited, exchanged for alternative sessions or deducted from a future monthly payment.

2.3 Failed or Overdue Payments

Where a Direct Debit payment fails, is cancelled or cannot be collected, the client remains responsible for the outstanding amount. Bond and Behave may contact the client to arrange payment.

Where an account remains unpaid, Bond and Behave may suspend access to training or other services until the outstanding balance has been resolved.

Repeated or prolonged payment failures may result in termination of the client's training arrangement.



Bond & Behave

Scottish Owner Training Assistance Dog Organisation

Assistance Dog Training

Public Access Preparation

Client Support

3. TRAINING MEMBERSHIP

Membership is a separate service from the monthly training payment.

Membership does not automatically form part of the £60 monthly training payment unless expressly stated.

3.1 Training Membership and Class Spaces

Training Membership provides the member with access to their agreed training service and, where applicable, an allocated place within their chosen training class.

As class spaces are limited, members are expected to attend their allocated classes regularly or communicate with Bond and Behave when they are unable to attend.

3.2 Extended Non-Attendance

Where a Training Member has not attended their allocated training class for **four consecutive weeks** without prior communication with Bond and Behave, their Training Membership and allocated class space may be cancelled.

Prior communication should be provided as soon as reasonably possible and, where practicable, before the period of non-attendance begins.

Circumstances may include, but are not limited to:

- Illness or injury - Dog illness or injury - Holidays or planned absence - Personal circumstances
- Temporary training breaks - Other circumstances agreed with Bond and Behave

Communication does not automatically guarantee that a class space can be held indefinitely. Longer periods of absence may be reviewed on an individual basis.

3.3 Reallocation of Class Spaces

Where a Training Membership is cancelled following **four consecutive weeks** of unexplained non-attendance, the allocated class space will be released and may be reallocated to another client.

Once a class space has been reallocated, Bond and Behave cannot guarantee that the original class, day or time will remain available should the former member wish to return.

A former member wishing to resume training may therefore be required to join another available class or be placed on a waiting list.

3.4 Responsibility to Communicate

It is the member's responsibility to communicate with Bond and Behave regarding any extended absence.

Bond and Behave will not be expected to repeatedly contact a member to determine whether they intend to continue attending.

Where no communication has been received and the four-week period has passed, Bond and Behave may treat the absence as an indication that the member no longer requires their allocated training place.

3.5 Membership Review

Bond and Behave may periodically review membership arrangements, including:

- Membership benefits – Pricing – Eligibility – Usage - Services provided

Any significant changes to membership arrangements will be communicated to members in advance where applicable.



Bond & Behave

Scottish Owner Training Assistance Dog Organisation

Assistance Dog Training

Public Access Preparation

Client Support

4. ADDITIONAL SERVICES

Services outside a client's usual weekly training arrangement are charged separately.

This includes, but is not limited to:

- Workshops – Seminars - Special events - External training activities - Handler Academy sessions - Additional assessments - Private training - Specialist sessions - Other separately advertised services

Unless otherwise stated at the time of booking, additional services require either:

a) payment in full; or

b) a minimum 50% deposit.

A booking is not considered confirmed until the required payment or deposit has been received.

5. LOW-COST SCHEME

Bond and Behave's Low-Cost Scheme will no longer be available to new applicants from 1 October 2026.

Clients who were already receiving the Low-Cost Scheme before this date may continue to receive their existing arrangement, subject to the applicable terms and continued eligibility.

The Low-Cost Scheme is not transferable to another person/new dog and does not automatically apply to new services or bookings unless specifically agreed by Bond and Behave.

Bond and Behave reserves the right to review continued eligibility where circumstances materially change or the conditions of the scheme are no longer met.

6. CANCELLATION POLICY

Bond and Behave operates a cancellation policy to ensure that class spaces, staff time, venues and other resources can be managed fairly.

6.1 Workshops and Additional Services

More than 24 hours' notice

Where a client cancels a workshop or additional service with **more than 24 hours' notice, a 50% cancellation charge will apply.**

Where a deposit has been paid, the deposit may be retained where this was clearly stated at the time of booking.

Less than 24 hours' notice

Where cancellation is made **less than 24 hours** before the scheduled start time, the client will be liable for **100% of the booking fee.**

Where only a 50% deposit has been paid, the deposit will be retained, and the remaining balance may become payable.

Non-Attendance

Failure to attend a booked workshop, event or additional service without prior cancellation will be treated as a cancellation within 24 hours.

The full booking fee will therefore remain payable.



Bond & Behave

Scottish Owner Training Assistance Dog Organisation

Assistance Dog Training

Public Access Preparation

Client Support

7. WEEKLY TRAINING CANCELLATION & NOTICE PERIOD

Regular weekly training is charged as a monthly arrangement rather than on a class-by-class attendance basis.

Individual missed classes therefore do not result in a reduction, refund or credit to the monthly training payment.

If a client wishes to permanently leave Bond and Behave, a 30 days' written notice must be provided.

The monthly training payment remains payable throughout the notice period.

Where a client has an active Direct Debit arrangement, Bond and Behave will arrange for future payments to cease once the required notice period has been completed and any outstanding balance has been settled.

8. ASSESSMENTS

Formal training assessments are charged separately from the monthly training payment.

Current assessment fees are:

Level 1, Level 2 and Level 3 assessments are charged at £15 per assessment.

The Public Access Assessment remains £60 and is required annually where applicable.

Assessment fees cover the assessment process and associated administration.

Payment of an assessment fee does not guarantee a successful assessment outcome.

Where a team does not meet the required standard, Bond and Behave will explain any further training or reassessment requirements.

A further assessment may incur an additional assessment fee.

9. PUBLIC ACCESS ASSESSMENTS

The Public Access Assessment remains £60.

A Public Access Assessment is required annually for teams participating in Bond and Behave's assistance dog training programme, subject to the requirements of the relevant programme.

The assessment evaluates the team's ability to demonstrate safe, appropriate and reliable public access behaviour.

Passing a Bond and Behave assessment does not itself create legal rights or alter the legal status of an assistance dog.

10. ANNUAL PRICE REVIEWS

Bond and Behave may review its prices annually.

These Terms & Conditions therefore permit a reasonable annual price increase where necessary to reflect changes in operating costs.

Such costs may include, but are not limited to:

- Venue hire – Insurance – Equipment - Training resources - Professional development – Administration – Technology – Travel – Utilities - General operating costs

Any change to recurring fees will be communicated to clients in advance of the change taking effect.

Price increases will not be applied retrospectively.



Bond & Behave

Scottish Owner Training Assistance Dog Organisation

Assistance Dog Training

Public Access Preparation

Client Support

11. LOANED EQUIPMENT

Bond and Behave may provide equipment to clients on a temporary or longer-term loan basis.

Unless expressly agreed otherwise in writing, all loaned equipment remains the property of Bond and Behave.

Loaned equipment may include, but is not limited to:

- Assistance dog harnesses – Handles – Leads - Training equipment - Identification equipment - Other equipment supplied by Bond and Behave

11.1 Loan Period

Unless a different arrangement has been agreed in writing, loaned equipment must be returned or purchased **within three weeks of the date of issue.**

Where an item is intended to remain on longer-term loan, this must be specifically agreed with Bond and Behave.

11.2 Condition of Equipment

Loaned equipment must be:

- Kept clean - Appropriately maintained - Used only for its intended purpose - Stored appropriately - Returned promptly when requested and - Returned in a clean, safe and reusable condition.

Reasonable wear and tear resulting from normal and appropriate use will not normally result in a charge.

11.3 Damage, Loss or Non-Return

The client is responsible for loaned equipment while it is in their possession.

Where equipment is:

- Lost - Stolen - Deliberately damaged - Damaged through misuse or negligence - Returned in a condition where it cannot reasonably be reused; or - Not returned within the agreed timeframe,

Bond and Behave may charge the client the reasonable cost of repair or replacement.

Clients will not normally be charged for reasonable deterioration caused by normal use.

12. OWNERSHIP OF EQUIPMENT

Loaned equipment does not become the property of the client merely because it has been provided for long-term use.

Ownership remains with Bond and Behave unless:

1. The equipment has been expressly sold to the client; or 2. Bond and Behave has confirmed in writing that ownership has been transferred.

Where a client leaves Bond and Behave, all Bond and Behave-owned equipment must be returned within the timeframe specified by Bond and Behave.



Bond & Behave

Scottish Owner Training Assistance Dog Organisation

Assistance Dog Training

Public Access Preparation

Client Support

13. CLIENT RESPONSIBILITIES

Clients are responsible for:

- Providing accurate information when booking or registering
- Following Bond and Behave's reasonable training and safety instructions
- Ensuring their dog is appropriately managed during sessions
- Informing Bond and Behave of relevant changes that may affect training
- Paying fees by the required deadlines
- Returning loaned equipment when required
- Maintaining appropriate insurance or other cover where required
- Treating Bond and Behave staff, volunteers, trainers and other clients respectfully
- Following applicable Bond and Behave policies.

Failure to comply with these requirements may result in suspension or termination of services.

14. DOG WELFARE AND SUITABILITY

The welfare and safety of dogs, handlers, staff, volunteers and members of the public are central to Bond and Behave's services.

Bond and Behave reserves the right to pause, modify or terminate training where continuing a particular activity would not be appropriate for the welfare, safety or suitability of the dog or handler.

Training programmes are not guaranteed to result in a dog becoming an assistance dog.

Progress depends on numerous factors, including the individual dogs:

- Temperament – Health - Learning ability – Behaviour – Environment – Welfare - Suitability

The handler's consistency, skills and ability to implement training are also relevant to progression.

Bond and Behave will provide professional guidance but cannot guarantee a particular training outcome.

15. CHANGES TO SERVICES AND POLICIES

Bond and Behave may make reasonable changes to its services, timetables, venues, programmes, policies and procedures where necessary.

This may include changes required as a result of:

- Operational requirements - Venue availability – Staffing - Safety considerations - Insurance requirements - Changes in legislation - Professional standards **or** - Other circumstances outside Bond and Behave's reasonable control.

Where a change materially affects an existing client's service or financial commitment, reasonable notice will be provided wherever practicable.

16. REFUNDS AND CREDITS

Refunds or credits are not automatically available for:

- Missed weekly training sessions - Failure to attend - Changes in personal circumstances - Failure to use an allocated class space **or** - Cancellation outside the applicable cancellation terms.

Where Bond and Behave is unable to provide a service, an appropriate alternative, credit or refund may be offered where applicable.

Any discretionary refund or credit remains at the discretion of Bond and Behave unless a refund is otherwise required by law.



Bond & Behave

Scottish Owner Training Assistance Dog Organisation

Assistance Dog Training

Public Access Preparation

Client Support

17. TERMINATION OF SERVICES

Bond and Behave may suspend or terminate a client's services where reasonably necessary.

This may include circumstances involving:

- Non-payment - Serious or repeated breaches of these Terms & Conditions - Serious or repeated breaches of Bond and Behave policies - Safety concerns - Animal welfare concerns - Serious misconduct - Abusive, threatening or inappropriate behaviour - Repeated failure to follow reasonable instructions - A dog or handler being considered unsuitable for the service or - Other circumstances where continuing the service would be unreasonable or unsafe.

Where appropriate, Bond and Behave will explain the reason for termination and any applicable arrangements regarding outstanding payments, equipment or notice periods.

18. ACCEPTANCE OF TERMS

By booking, paying for, attending or continuing to participate in Bond and Behave services, the client confirms that they have had the opportunity to read and understand these Terms & Conditions.

Clients are responsible for ensuring that they understand the terms applicable to the service they are booking.

Where a specific service has additional terms or booking conditions, those terms will apply alongside these general Terms & Conditions.

19. UPDATES TO THESE TERMS & CONDITIONS

Bond and Behave may review and update these Terms & Conditions periodically.

Updates may be required to reflect changes in:

- Services – Pricing - Operating procedures – Legislation - Insurance requirements – Safeguarding - Health and safety - Equipment procedures or - Professional standards.

Where changes materially affect clients, reasonable notice will be provided before the updated terms take effect where practicable.

The current version of the Terms & Conditions will be made available through Bond and Behave's usual communication channels.

20. GOVERNING LAW

These Terms & Conditions are governed by the laws of Scotland.

Any dispute arising from these Terms & Conditions will be subject to the applicable courts and legal processes of Scotland, subject to any mandatory consumer rights or legal requirements that may apply.

EFFECTIVE DATE

These Terms & Conditions take effect from 1 October 2026.

Version: September 2026

Bond and Behave reserves the right to review these Terms & Conditions periodically to ensure they remain appropriate for the services provided.