



Behavior Modification Services and Policies

Active patients of the Animal Behavior Clinic (ABC) may be prescribed behavior modification support with one of our veterinarians or training staff as a part of their treatment plan. Each individually-tailored session will be accompanied by a report detailing the work covered and any homework recommended. Our veterinarians and training staff meet regularly to review and discuss all cases enrolled in behavior modification services. While your pet’s veterinarian will evaluate patient progress and adjust existing recommendations as needed, minor alterations to training exercises may be handled by your trainer during sessions. **Note:** any new concerns or medication questions should always be addressed through communication with our main office and/or your ABC veterinarian. The following pricing and policies apply to our behavior modification services:

- **Veterinary Desensitization Sessions:** in-office, with our veterinarian(s). \$750 for 5 sessions.
- **Behavior Modification Sessions:** conducted in-office or offsite/at client’s residence with ABC trainer(s).
 - Package rates include coached sessions, case review, write-up, and discussion time. Actual sessions vary in length between 45-60 min. for dogs and 30-45 min. for cats. Day training sessions avg. 30min. Per session rates are discounted based on package purchased.
 - All packages include travel to/from sessions if located within a 15-mile radius of the clinic address.
 - Additional mileage charges will be incurred for travel above this radius, at a rate of \$1/mile in each direction (e.g. an 18-mile radius would incur a travel charge of \$6 per session – \$3/3 miles, both ways).

Intro Package: 3 sessions over 3 months Dogs: \$480.00 Cats: \$360.00	Standard Package: 5 sessions over 3 months Dogs \$750.00 Cats: \$550.00
Day Training Package (dogs only) \$1,050.00 8 day training + 3 coaching sessions over 2 months	Discount Package: 10 sessions over 6 months Dogs \$1,400.00 Cats \$1,000.00

- **Expiration Dates & Refunds:** package expiration dates are calculated from the date of the first session. Any sessions not utilized from the package within the designated timeframe will expire without refund. Packages may only be refunded if **no** sessions in the package have been conducted.
- **Cancellation Policy:** A fee of \$80 may be charged for sessions cancelled or rescheduled with less than 72 hours’ notice. Cancellation fees must be paid prior to additional sessions taking place.
- **Communication and scheduling:** Training staff manage their own scheduling and must be contacted directly for any questions related to your sessions. However, scheduling veterinarian sessions must be coordinated through our main office. Please refer to the direct contact information provided to you when communicating with one of our staff members.
- **Billing:** We recommend maintaining a current credit card number securely on file with ABC. This card will be used for package purchases or for any incurred cancellation fees. If you prefer not to have a card on file, purchases or fees can also be paid by CareCredit (if processed in-person at the office) or by cash/check.

By signing this agreement, I acknowledge and understand the policies, terms, and fees outlined above as associated with the behavior modification services offered by the Animal Behavior Clinic, and that the package selected for my pet today may change upon the renewal of any subsequent package(s). I understand that such policies and fees are subject to change at the Animal Behavior Clinic’s discretion and any changes in rates will be provided prior to billing.

Client Name: _____ Patient Name: _____

Client Signature: _____ Date: _____