Please read these Terms and Conditions ("Terms") carefully before using the services provided by St Claws Academy ("Company," "we," "us," or "our"). By accessing or using our services, you agree to comply with and be bound by these Terms. If you do not agree to these Terms, please do not use our services.

**1. Services Offered**

1.1. **Cat Behavior Consultations**: We offer cat behavior consultation services designed to address and improve various feline behavior issues.

1.2. **Training and Behavior Modification**: Our services may include behavior modification plans, training techniques, and recommendations tailored to your cat's specific needs.

1.3. **Workshops and Webinars**: We may offer educational workshops and webinars related to cat behavior.

**2. Consultations**

2.1. **Initial Consultation**: Initial consultations are conducted to assess your cat's behavior. These may be conducted in-person, over the phone, or via video call, as determined by the Company.

2.2. **Customized Plans**: Following the initial consultation, we will develop a customized behavior modification plan for your cat, including recommendations and training techniques.

**3. Payment and Fees**

3.1. **Payment**: Payment for services is due at the time of booking or as otherwise agreed upon.

3.2. **Cancellation and Refunds**: If you need to cancel or reschedule a consultation, please provide at least 72 hours' notice. Cancellations with less than 24 hours' notice may result in a non-refundable fee.

**4. Privacy**

4.1. **Confidentiality**: All information shared during consultations and discussions will be kept strictly confidential, except as required by law.

4.2. **Data Collection**: We may collect and use personal information in accordance with our Privacy Policy, which can be found on our website.

**5. Responsibilities**

5.1. **Client Responsibilities**: Clients are responsible for following the behavior modification plan and training techniques provided by the Company. Success is dependent on the client's commitment to implementing these recommendations.

5.2. **Animal Welfare**: Clients must ensure the well-being and safety of their cats at all times.

**6. Limitation of Liability**

6.1. **No Guarantees**: While we will make every effort to help improve your cat's behavior, we cannot guarantee specific outcomes. We will refer on to a vet behaviourist if it is out of our scope.

6.2. **Indemnification**: Clients agree to indemnify and hold the Company harmless from any claims, losses, or damages arising from the use of our services.

**7. Termination of Services**

7.1. **Termination**: We reserve the right to terminate services if a client engages in abusive or inappropriate behavior towards our staff or the Company's representatives.

**8. Changes to Terms**

8.1. **Amendment**: We reserve the right to update these Terms at any time without prior notice. It is the responsibility of the client to review these Terms regularly.

**9. Governing Law**

9.1. **Jurisdiction**: These Terms are governed by and construed in accordance with the laws of [Your Jurisdiction].

**10. Contact Information**

10.1. **Contact**: For inquiries or concerns regarding these Terms or our services, please contact us at 01727537289.

By using our services, you acknowledge that you have read, understood, and agreed to these Terms and Conditions. If you do not agree with any part of these Terms, please refrain from using our services.