

### Services Table

Service	Description	Cost (£ inc. VAT)
First Aid Hour	If you need urgent advice and cannot wait for a behaviour consultation, you can book in a preliminary hour with our senior behaviourist over the phone. This hour is only intended to provide you with first aid, prophylactic management advice to help you and your pet cope until a full assessment is made. To make the most of the limited time in the appointment we still require a completed behaviour questionnaire. Ideally, please arrange a vet referral beforehand. We will keep your vet in the loop about the outcome of our call. As with all our behaviour services, there are no quick fixes.	180
Parrot Consultation	The initial 2-hour behaviour consultation is held either in your home or online. Both options allow us to see you and your bird in your normal environment, so we can see how you all interact and make as thorough an assessment of the behaviour problem as much as possible. The 6-week package further includes a tailor-made behaviour modification plan, weekly check-ins via phone/email/WhatsApp and liaison with your vet. A virtual review session is then held to decide on the best next steps for your bird.	240
Cat Consultation	The initial 2-hour behaviour consultation is held either in your home or online with either one of our Clinical Animal Behaviourists (CAB) or our Veterinary Behaviourist (VB). A VB is appropriate for medically complex cases. Both options allow us to see you and your cat in your normal environment, so we can see how you all interact and make as thorough an assessment of the behaviour problem as much as possible. The 6-week package further includes a tailor-made behaviour modification plan, weekly check-ins via phone/email/WhatsApp and liaison with your vet. A virtual review session is then held to decide on the best next steps for your cat.	CAB: 540
		VB: 900
Supervised Consultation	Pet caregivers can opt for the consultation being led by one of our advanced student behaviourists, supervised by one of our senior behaviourists. A 2-hour consultation and a follow-up session is included. Cats and parrots are generally conducted virtually due to student availability. Whereas for dogs, one of the sessions is conducted virtually, then the other is in your home or local walk. Other students may be virtually 'sitting in' via online video link. You receive a tailor-made behaviour modification plan, plus 3 months' of email and text follow-up.	Dog: 420
		Cat/bird: 210
Dog Consultation	The 2-hour behaviour assessment is held in-person in the comfort of your home by one of our Clinical Animal Behaviourists (CAB) or our Veterinary Behaviourist (VB). A VB is appropriate for medically complex cases. The consultation includes a tailor-made behaviour modification plan, a VB case review (if needed), a dog training manual and liaison with your vet. To guide you through the initial stages of the plan, remote support is provided for 6 weeks through weekly check-ins via phone/email/WhatsApp. A virtual review session is held with you after a month to decide on the best next steps for your dog.	CAB: 840
		VB: 1200

<b>Reactive Recovery Programme</b>	For dogs who are sensitive on walks to unfamiliar people, other dogs and/or wheeled things, we recommend opting for this package. The initial 2-hour behaviour assessment is conducted in your home by one of our Clinical Animal Behaviourists (CAB) or our Veterinary Behaviourist (VB). A VB is appropriate for medically complex cases. The consultation includes a tailor-made behaviour modification plan, a VB case review (if needed), a dog training manual and liaison with your vet.	CAB: 1320
	You then have the option of two 1-hour sessions on a local walk with one of our team, or you can opt for a local walk and a bundle of our 'Calm in Company' classes. These are monthly group sessions in a secure space in Shropshire. Moreover, inbetween the sessions, you can choose between WhatsApp group and email support, or phone check-in's as needed.	VB: 1680
<b>Veterinary Behaviourist Case Review</b>	When there is a small aspect of the case that requires the additional expertise of someone who is both a vet and a behaviourist, your (non-vet) Clinical Animal Behaviourist and your primary care vet can work with one of our Vet Behaviourists to remotely review your pet's case and provide further advice. This is suitable, for instance, when your vet would like some general advice about medication. For more complex cases (e.g. a medical condition significantly contributing to the behaviour), then the Vet Behaviourist would need to visit your animal in-person, in which case further fees will apply.	240
<b>One-to-one training</b>	One-to-one reward-based training session to work on teaching your furry or feathered friend new tricks, such as target training, stationing and recall. We could work on other fun activities, such as scent-work or flight cues. Includes written resources where appropriate.	60/hr
<b>Follow-up Appointments</b>	If further one-to-one behaviour follow-up support in person is necessary, we can meet online, or we may be able to come to you, meet on a local walk, or you can come to one of our clinics. Appointments last 1 hour and include written updates to your tailored behaviour plan where necessary.	CAB: 240
		VB: 300
<b>Calm in Company Classes</b>	Dog-to-dog classes in a secure environment. Empowering dogs and their people to feel safe, secure and socially capable. 1-hour group sessions run monthly on weekends. Purchase a bundle of 3 to use within 6 months.	240
<b>Email and text support</b>	After completion of one of our services, you can subscribe to 6 months' additional email/text support, subject to our fair use policy.	45/mth

Feel free to give us a call at **0121 299 0188** for a no-obligation chat. You can read more about us on our web site [www.secondnature.bio](http://www.secondnature.bio) .

Our fees can often be claimed back on pet insurance and we **accept direct claims** from a range of insurers. Alternatively, pet caregivers can pay for our services in instalments.

We provide **free staff CPD, client resources and a pet behaviour support line** to our referring veterinary practices.

We will travel within 20 miles of one of our office hubs in West Midlands, Staffordshire, Shropshire and Warwickshire (post codes: B30 1NP, CV1 2NT, ST11 9RB and TF10 9DX). If you live outside our travel zone, then return travel is charged at £2/mi.

When you book a service with us, it is given that you accept and agree to abide by our terms and conditions (see our web site [www.secondnature.bio/terms](http://www.secondnature.bio/terms) or ask us for further details).