Terms & Conditions

Business Name: Chewing with River
Last Updated: 10 November 2026

1. General Information

1.1. Chewing with River provides information and guidance to help clients better understand their dog's diet and explore healthier dietary options. Chewing with River also provides training services and supports clients to better understand, manage and rehabilitate their dog's behaviour.

1.2. The information and services provided by Chewing with River are not intended to replace professional veterinary advice, diagnosis or treatment. Clients should always seek the advice of their veterinarian regarding any medical concerns.

1.3. By using our services, clients acknowledge that they understand and accept that all dietary and behavioural recommendations are provided for informational purposes only and should be implemented at their own discretion and responsibility.

2. Client Obligations

2.1. Clients must ensure that their dog has been recently checked by a licensed veterinarian, who should be aware of any present health issues affecting the dog.

2.2. Clients are required to disclose any medications prescribed by their veterinarian and must not discontinue any medication without veterinary consent.

2.3. Clients must inform Chewing with River of any significant changes in their dog's health or medication during the service period. This includes if a female dog comes into season, whereby training sessions will be rescheduled.

2.4. Clients are expected to follow professional and respectful communication practices when interacting with Chewing with River. Abusive or disrespectful behaviour may result in termination of services without a refund.

3. Service Limitations and Referrals

3.1. Chewing with River may not be able to support dogs with severe health and behavioural issues that are beyond our scope of expertise. In such cases, clients will be referred to appropriate professionals.

3.2. If a referral is made due to the severity of the dog's condition, a proportional refund will be offered based on the work completed. A minimum fee of £60 will be retained to cover work already undertaken, including reports provided to the client.

4. Refund and Cancellation Policy

4.1. Refunds can only be issued if no work has been initiated.

4.2. Once work has commenced and the initial nutrition consultation report has been sent to the client, or training sessions have been conducted, no refunds will be issued. Chewing with River may, at its discretion, offer a refund for unused training sessions.

4.3. Clients must provide at least 48 hours' notice to reschedule training sessions. Sessions cancelled with less than 48 hours' notice may be forfeited and non-refundable.

4.4. Refunds will not be provided for missed appointments or sessions (no-shows), cancellations after 48 hours or where a client is dissatisfied with the results achieved. Any exception to this policy must be approved by the owner of Chewing with River.

4.5. Any refund requests must be submitted in writing to hello@chewingwithriver.com and are subject to review. Refunds will be processed within 14 days of approval.

5. No Guarantee of Results

5.1. Chewing with River does not guarantee specific results. The effectiveness of dietary and behavioural recommendations depends on the client's commitment to implementing the suggested changes and the dog's individual response.

5.2. Individual results may vary based on the dog's health, behavioural condition, compliance with recommendations and other factors beyond Chewing with River's control. A refund will not be given for a lack of results.

6. Follow-up Support

6.1. Chewing with River provides support via WhatsApp and Email for the duration of the nutrition and/or training plan. Continued support beyond this period is available through our online membership plans.

6.2. Support is available for questions and follow-up guidance related to the services provided. Response times may vary, but Chewing with River aims to respond within 48 hours on business days.

7. Communication and Report Completion

7.1. Nutrition reports may take up to 10 working days to complete from the date all necessary information is received.

7.2. Clients providing incomplete information may experience delays in receiving their consultation report.

7.3. WhatsApp messages and emails will be responded to within 48 hours on business days (Monday to Friday).

7.4. During periods of annual leave or scheduled absences, response times may be longer. Clients will be notified in advance of any such periods.

7.5. Clients are encouraged to provide sufficient notice if they require time-sensitive assistance. Urgent requests may be accommodated but cannot be guaranteed.

7.6. In case of emergencies, clients should contact their veterinarian or local out-of-hours veterinary clinic. Chewing with River cannot provide emergency medical support.

8. Limitation of Liability

8.1. Chewing with River will not be liable for any direct, indirect, incidental, special or consequential damages resulting from the use of our services.

8.2. Clients agree to indemnify and hold Chewing with River harmless from any claims, losses, liabilities, damages or expenses arising from their use of the services or reliance on information provided.

8.3. Clients acknowledge that implementing dietary and behavioural recommendations is done at their own risk, and Chewing with River is not responsible for any adverse effects.

9. Intellectual Property

9.1. All nutrition reports, training materials and other resources provided by Chewing with River remain the intellectual property of Chewing with River.

9.2. Clients may not reproduce, share or distribute reports, training materials or proprietary information without prior written consent.

10. Privacy Policy and Data Protection

10.1. Chewing with River is committed to protecting client privacy and complies with applicable data protection laws regarding the collection, storage and use of personal data.

10.2. Client information will only be used for service provision and will not be shared with third parties without consent, except as required by law.

10.3. Personal data is stored securely and retained for the necessary period for service provision. Clients may request the deletion of their personal data by contacting hello@chewingwithriver.com.

For further information, clients should refer to the separate Privacy Policy and GDPR and Data Protection Policy.

11. Amendments to Terms and Conditions

11.1. Chewing with River reserves the right to amend these Terms & Conditions at any time. Clients will be notified of significant changes.

11.2. Continued use of our services following any changes indicates acceptance of the updated Terms & Conditions.

Agreement

By using the services of Chewing with River, you acknowledge that you have read, understood and agree to be bound by these Terms & Conditions.

Contact Details

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Next Review: 10 November 2027