

# Note

I tried to translate the information on the website as good as possible. But English is not my native language so it is possible that not everything has been translated properly.

If something is not clear or you doubt about what is written, please contact me. I will do my best to clarify what I mean.

It is also possible that this English document is not updated at the same time as the website.  
In that case **the information on the website is leading!**

The general terms of business are not translated in English but do apply.  
At the end of this document, the most important terms are mentioned.

In this document the term “he” is used. This could also be “she”.

KynoCoach Haarlem is mostly described as KynoCoach.

Version : February 2019



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# Welcome to KynoCoach !

## Are you looking for help for your dog or knowledge about dogs?

KynoCoach knows that your dog is family and deserves the correct guidance and attention. Every dog is an individual and requires an [approach](#) that fits your dog but also can make you feel comfortable.

## KynoCoach helps you understand your dogs' behaviour

KynoCoach helps you to get to know your dog better, [understand his behaviour](#) and how to communicate with him in a manner that is normal for a dog. This way you can recognize starting problems in an early stage. Prevention is better than cure!

## Puppy or adult dog

[Bringing a dog into your home](#), whether it a [puppy](#) or an [adult dog](#), is a significant decision for the dog and for you. If you consider bringing a dog into your family or just did, KynoCoach can mentor the both of you to make the start as smooth as possible. Building mutual trust and communication are an important basis for any good relation.

## Unwanted or problem behaviour

Even if everything seems to have been going OK, it still can happen that something goes “wrong” and your dog displays behaviour you consider a [problem or unwanted](#). Or you notice that your dog shows behaviour that indicates that your dog is not feeling comfortable in certain situations and can use some help. KynoCoach guides you and shows you how you can help your dog.

## Senior dog

Do you have a (almost) [senior dog](#) and do you want to know how you can help him getting older as comfortable as possible?

KynoCoach can show you different ways to support your dog in his Golden years.

## Private dog-walker

KynoCoach also provides [private dog-walks](#). This way your dog gets the attention during a walk he deserves.

## Brainwork for dogs

“[Hersenwerk voor honden](#)” is a great way to bond, keep your dog's brain active and have fun with your dog. It can also help slowing some of the effects in the brain by aging or build self-confidence for the dog.



## Dog-massage

**Relaxation [massage for your dog](#):** this can be used as supporting therapy with problem behaviour. Or because your dog can just enjoy it.

## More information?

Would you like more information, request one of the services or are you looking for something related to dogs which is not mentioned? You can [contact](#) me by phone or email.

### I am member of :

- Pet Dog Trainers of Europe ([PDTE](#))
- [Palpabel](#) (dog massage)

Both organisation require me to keep my knowledge up to date.



# Services

## Behaviour and Guidance

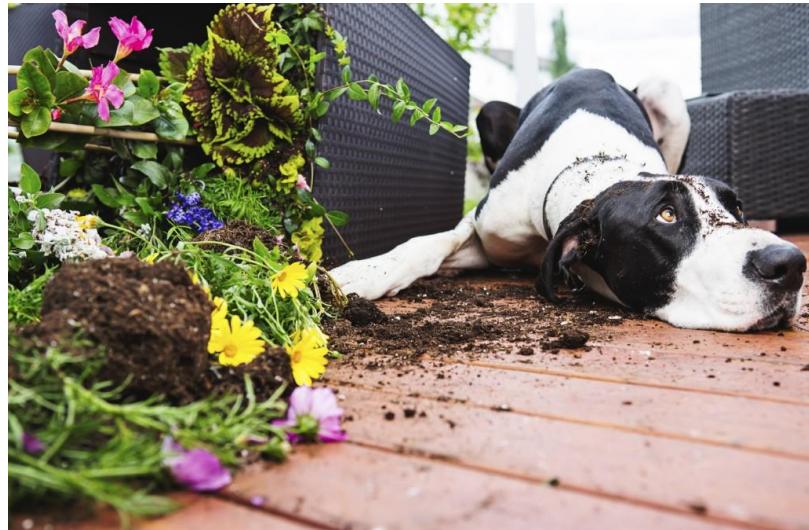
### Problem Behaviour

Your dog displays unwanted or problem behaviour. Or he shows behaviour which makes you think that your dog has a problem with something which could be detrimental in the long run. The behaviour shown can be of any sort: e.g. biting the lead or clothes, pulling the lead, hyperactivity, excessive barking, not listening and aggression. But also apathy.

Your dog displays the behaviour for a reason. It is important to examine possible causes for the behaviour because otherwise it can become treatment of symptoms. Which can lead to other unwanted behaviour or health issues.

Causes for behaviour can be diverse, like: insecurity, insufficient socialisation, boredom, environmental factors, demands for the dog that he can't fulfil.

Also physical discomfort/pain can be cause for certain behaviour. Therefor it can be necessary that the dog has been examined by a veterinary before further guidance can be useful.



I explain it to you, to understand the (problem) behaviour of your dog better. With learned skills you can support your dog in situations that are difficult for him (now or in the future). The proper support will result in the dog not having to show the unwanted behaviour anymore.

### Getting started

Before the 1st consult (intake) I send you a questionnaire to fill in and return to me. By sending information beforehand, the consult can be spend as much as possible about the actual “problem”.

During the **intake** at your home, we will discuss the situation further and what it is you expect. Together we will observe the dog, the surrounding to determine the actual prompting question. If necessary we will go to the location where the “problem” behaviour occurs if not at home.

When observing the dog, we are not going to test the dog and force him in a situation which requires him to show the “problem” behaviour. Depending on the situation an approach will be determined:

- Which steps are necessary to get to the required result
- Which skills do the dog and you as owner need for this
- What is feasible for you and the dog to do in terms of time and means

Depending on what is the problem, more sessions might be necessary.

## Progress & Communication

After each session I send you a brief summary of the session.

If you have questions between sessions concerning the “problem behaviour”, you can ask them by phone or email.

Depending on what we agree on, I contact you a few weeks after the first session to see how it is going.



# **Understanding your dog**

Dogs communicate through body language. If you want to know more about it so that you can understand your dog better and know why he shows certain behaviour in a situation, KynoCoach can help you. It is not necessary for a problem to exist (yet). Knowledge about how dogs communicate, is going to help you recognize possible problems in an early stage. When recognizing it in time, you can guide your dog earlier and prevent escalation. If you understand your dog and can communicate with him, it is also going to help build a (even) better relationship and trust.

Note: this is NOT about solving problem behaviour! Step by step you learn to understand your dog and his behaviour better. 3 session of 1 hour should be enough for basic knowledge. With this knowledge solving problem behaviour, could go quicker in case it does occur.

## Body language of the dog

The basic is about learning how the [body language](#) of dogs works. This is theory for the main part. Theory is done by means of photo's, video's and observing own dog & other dogs in real live.

Because a dog uses signals (\*) that can have different meanings, we do this step by step, in a pace that suites you.

After this we start focussing more and more on your dog. You will learn which signals your dog shows and how to recognize them, in what situations he shows them and what possible causes there are for the signals



## Handling your dog and the surrounding

A possible reason for certain behaviour (and therefore the used body language) is how someone unknown, or you as the owner, handle your dog. For instance the way he is petted: a lot of dogs prefer being petted in a gentle manner than with a lot of fuss and high pitched voices.

Depending on how the petting is done and how the dog experiences it, he can give totally different signals.

Also objects, sounds, movements or smells etc. in the surrounding have an impact on your dog's behaviour. Some dogs get nervous when it is windy (e.g. moving leaves and branches), other dogs have an issue with quickly moving objects or humans.

## Skills

Besides learning how to read your dog's body language (and other dogs !) I teach you how, in certain situations, you (or someone else) can handle your dog in a manner that is more appropriate for your dog.

You will recognize quicker what aspect of his surrounding might cause (have caused) a reaction of your dog and respond to it better.

If you decide to train with your dog afterwards, you will be able to see what your dog can or can't handle in the training and give him the support he needs.

(\*) *a few samples ::yawning, scratching blinking the eyes, the position of the ears/tail, looking away, pull up his lip, turning his back towards something.*



# **Bringing a new dog into your home**

Bringing a new dog into your home is an important decision, which should really be thought through. All dogs are different and each family has their own circumstances.

Things to consider are for instance:

- Why do I want a dog?
- What do I expect from a dog – how do I want spend my time with the dog (company, activities, sports)
- Which qualities am I looking for in a dog and which not?
- Do I have enough time, space and financial means to provide for a dog properly?
- Do I want a pup or adult dog, pure-bred or not, male or female?
- Where should I get a dog from ?
- I already have pets. Can they live together ?

I can advise you in these matters to help you make a good decision resulting in a new family member that fits your home and is also comfortable for the dog.

Depending on the age of the dog you take home, guidance for a pup or older dog is possible.  
E.g.:

- What do I need to consider before bringing the dog home?
- How can I make the dog feel at home as soon as possible?



# Puppy coaching

(“till about the age of 7 months)

A pup is like a baby: it has to learn a lot but in a suitable pace.

The first months of his life have a major impact on how balanced the dog will become and how he develops his skills. A proper basis is essential for raising a pup.

## Preparations before the pup arrives

If the pup has not arrived yet, proper preparations can help the pup to come into his new home as comfortable as possible. The transition to a new home is a very exciting experience, even if the breeder did his best to give the pup a good start in life.

Some of the things to consider are:

- Are all the important dog goods present (e.g. lead, harness, food bowl)?
- Before bringing the pup home, take a smell from his new home (e.g. on a towel) to the pup to get used to
- Ask the breeder to give some food the pup is used to.
- What was the routine with the breeder? It can ease the transition for the pup to keep this routine for a while
- Prepare for the trip when bringing the pup home: take enough time and opportunity to stop along the way for the pup the pie. Especially if the trip is quite long, the pup needs to go out several times. And bring someone along who can comfort the dog on the trip.
- Will it be quiet at home when the pup arrives? For the pup it is better that visitors come when the pup had the time to adjust and visitors come in small groups
- What is planned for the first days/weeks after the pup arrives? The pup can't be left alone and needs to go outside many times a day.

## Socialisation of the pup

Socialisation is important part of the puppy phase but also a lifelong process.

This is not only about the pup meeting different people, objects and situations. The way the meetings take place is even more important!

*Just like humans, a dog learns every day*



The new family and the environment where the pup lives, determines initially what is useful for the pup to experience.

Together we decide what is important for your pup at that time.



### Raising a pup

Raising a pup, in a pleasant manner for both dog and humans, is also part of life.

Without force or punishment, the pup can develop into a dog with self-confidence who also knows boundaries.

By being able to recognize how a pup experiences things ([body language](#)) and by using body language yourself, you can build a good relationship with the pup.

You will be able to see if something is positive experience for the pup, or that it is time to stop/leave.

Your pup needs the opportunity to explore, at his own pace, and to learn in a safe environment.

### Puppy coaching

Puppy coaching is possible if the pup is already in your home or has not arrived yet.

I advise you what steps you should take and teach you skills to help your pup to get a good start in life.

## Second chance dog

Do you have a shelter dog or taken over someone else's dog?  
Or are you considering adopting a 2<sup>nd</sup> chance dog? Because there are a lot of dogs in the shelters waiting for a new family.

### *Just like people, dogs deserves a second chance*

Besides the questions you should ask yourself before bringing a dog into your home (see "[Bringing a new dog into your home](#)"), some dogs can have a "past life". This past life does not have to be a negative thing but can require a bit extra attention.  
Other dogs are brought to a shelter due to sickness/family-or financial circumstances and not because of the behaviour of the dog.

Regardless of the reason why a dog ended in a shelter, the transition to a new home has a major impact on the dog: away from everything familiar to a new environment with different people, smells and sounds. This should be guided properly, especially if the dog spent a long time at the shelter.

When you consider bringing a 2nd chance dog home, I can help with e.g.:

- A dog from a shelter in the Netherlands or from abroad?
- Preparations necessary before bringing the dog home
- How to make the transition to the new home as pleasant as possible for the dog
- Tips how to give the dog a good start once he has arrived
- I can accompany you to the shelter when you have a dog in mind and want to meet
- Guidance during the first period that the dog is in his new home

In case the dog already lives with you, guidance is also possible. We discuss how things went until now and how family and the dog adjusted to the new situation. Depending on the current status, I can give advice and tips.

If there is already a problem with the behaviour of the dog, additional [guidance](#) is possible

With some help, 2nd chance dogs can be a great family member (again) !



## Senior dog

Do you have a senior dog or a dog who is almost a senior? Depending on the breed or the size of the dog, a dog can be a senior already at 5 years of age.



Dogs are just like people: when dogs get older, they also get physical limitations and “defects”: their joints get stiff, they can't walk as fast or far anymore, mentally things change, they can get arthrosis, get blind/deaf or dementia.... Or a combination of these. Still, a senior can, with a bit of help of us humans, have a nice latter years.

From a medical point of view, there is much more possible for dogs. Diseases that come with age can cause pain and discomfort but most of the time it does not mean that the dog has to suffer.

On the other hand it is important that we don't stop treating our dogs “just because it is what comes with old age”. Nothing is more further from the truth !

It is also important to keep a dog, getting older, stimulated physically and mentally. If the brains are used less, it can contribute e.g. to dementia. “Use it or lose it” also applies to dogs!

***Senior dogs are great ..... but that is my opinion ;-)***

How can I help you and your senior dog?

1. Explain to you how you can support and guide your dog in his Golden years. A few examples:
  - Support during a walk: older dogs sometimes don't want other (excited) dogs in their vicinity or be bothered otherwise. Do you recognize what your dog does or doesn't like / want? And do you know how to act in such a situation?

- Is it necessary to make some adjustments in your house to make things more comfortable for your dog to move around?
  - If your dog already has some physical limitations, how can you make his life a bit more comfortable – sometimes with minor adjustments and aids.
2. One way to keep your dog's brain active is Brainwork for dogs. I give individual workshops "[Hersenwerk voor Honden](#)" (Brain work for dogs) (\*). After this you can do some brainwork yourself with your dog. It is also possible to have sessions with me present if that makes you feel more comfortable or maybe you want to practise a bit more after attending the workshop.  
Brainwork for dogs is also a nice way as an activity for a dog who is less active or can't do certain activities anymore.
  3. What physical activities do you currently do with your dog? Is that still appropriate for your dog with his age and physical condition? What could be adjusted or maybe it is necessary to find a different activity?

Do you want more information or make an appointment? Please [contact](#) us.

*(\*[Brainwork for dogs](#) is more than solving a puzzle. It's main goal is the process towards solving the puzzle and the way you and your dog work together. If the puzzle is done properly (in steps appropriate for your dog) and the dog gets enough opportunity to try to solve it himself, it does not only train his brain, but also helps building self-confidence. Sometimes your dog might need our help and the way we give that help can strengthen bond between dog and human. For some more information in English see the Facebook page <https://www.facebook.com/hersenwerkfordogs/>*



# Private dog walker

*The quality of the walk is not determined by the number of kilometres walked or number of times the ball was thrown, but the extent to which the needs of the dog are met.*

Do you want to go away for a day but the dog can't come with you? Or are you not able to walk your dog (e.g. because of illness) and are you looking for someone who can give your dog an extra walk or temporarily do part of the walks?

Possibly you don't have the transportation means to e.g. go to the forest but you would like some variation for your dog?

Maybe your dog can not deal with a group of dogs because of physical limitations, mating season or the group is too stressful for your dog.

I walk no more than 2 dogs at the same time and only if the dogs live in the same house. This way I can give your dog(s) the attention during the walk they deserve.

For you to get to know the person who will walk your dog, we have a first (free) meeting.



We discuss the dog(s) and any limitations/special needs they might have which I need to consider. Mutual expectations, possibilities and wishes are discussed.

Also we take a short walk for me to see how the dog behaves outside and what he is used to.

In connection to the physical well-being of the dog, he preferably wears a well-fitting, comfortable harness (not anti-pull harness). Choke chains and these sort of collars are not acceptable.

When you decide to use my services and you are not always at home, I need a house key. A key-contract is used which states your rights and my obligations.

Dog walking service is for this region:

- Haarlem
- Bloemendaal
- Overveen
- Santpoort Zuid
- Heemstede
- Aerdenhout
- Spaarndam – limited (\*)
- Zandvoort – limited (\*)

*NB: Walking your dog is always in the vicinity of your home. If you want me to walk your dog elsewhere like the beach (meaning I have to travel there), additional costs are charged in addition to the normal fee.*

*(\*) In Zandvoort and Spaarndam it is not possible to reserve a fixed day for walking your dog, but only after making separate appointments and when it fits my schedule.*

*When the weather is nice and during events, Zandvoort can be difficult to reach. Walking your dog might not always be possible. We will discuss when this might occur.*

*For the region Zandvoort and Spaarndam an additional fee is applicable per walk.*



# **Brainwork for dogs**

Under construction – for more information see [www.hersenwerkvoorhonden.nl](http://www.hersenwerkvoorhonden.nl)



# Dog massage

## *...a nice way to help your dog relax*

Busy ? Tense? Stress or pain? Massage is for humans a good and natural way to relax. But for dogs a massage can have the same effect!

On the one hand, massage influences the physical side of the dog: removing tension, making the muscles more supple, stimulating the blood flow and removal of waste materials in the body.

Besides the physical effect, massage also influences the mental state of the dog. The relaxation can have a positive effect on behavioural problems.

Relaxing means less stress. Less stress means that the dog mentally gets more opportunities to make better choices in difficult situations and it increases his learning ability.

Think about it: a human who is more relaxed, can deal much better with daily problems than someone who is under a lot of pressure!

Besides relaxing massage, I also give “Bewuste aanraking” (Touching in a conscious manner). This is for dogs who have trouble being touched or are not aware (enough) of their body.

After this it is often possible to continue with a relaxing massage.

## For whom

I use relaxing massage or “bewust aanraken” as a supporting treatment with dogs I guide for behavioural problems.

You can also come with your dog on advice of another behavioural therapist.

Also physically healthy dogs without behavioural problems are welcome.

## Conditions for a massage

In case of a relaxing massage or “Bewust aanraken” as a supporting therapy with behavioural problems it is necessary that parallel to the massage, the dog is also supported by a dog behavioural therapist. Massage is NOT a replacement for behavioural therapy!

Massage is not always beneficial for your dog. For certain physical conditions (contra indication) I am not going to massage. On the questionnaire these conditions are mentioned. With some conditions, massage is only possible after written OK of your veterinary.

## Massage session

The massage sessions take place in your home because this is familiar to your dog and often more pleasant.



Before the 1st session I send you a questionnaire about e.g. the background of the dog, his physical and mental health and personality. When you return the information to me I can assess whether your dog can be massaged at this moment and get a 1<sup>st</sup> impression of your dog. During the 1<sup>st</sup> session we discuss the given information and what you would like me to do for your dog.

Next I **observe** your dog's body posture and see how he walks. After this I perform a **palpation** of his whole body (body scan), e.g. quality of the coat, differences in temperature on the body, is the dog sensitive in certain areas and the muscles.

Based on any found areas of attention during the observation and/or palpation & your request I can start with "Bewust aanraken" or a massage.

Sometimes a dog has difficulty with this way of being touched. It can take a few sessions before the dog is OK with it. With the help of the owner it is often possible to get result quicker.

In case the dog has a physical condition which makes it uncomfortable/painful for your dog or irresponsible to massage, I will refer you to your veterinary.

Depending on how your dog experienced the first session, we discuss further possibilities.

### Member of the professional association Palpabel license 2

I am a member of the professional association for Canine Masseurs and therapists "[Palpabel](#)" with license 2.



# Way of working

## Communicating and guiding instead of commands and control

A dog is a social animal who tries to avoid conflict. In his way of communicating (body language) this is visible. A dog shows in an early stage how he feels but we humans have not learned to recognize the subtle signals. Only if the dog barks, growls or bites, we respond and then often with punishment, control and commands.

But then the situation has already escalated which is not necessary. By recognizing behaviour in an early stage, a lot of trouble and frustration can be prevented.

To be able to help your dog now and in future situations, I show you how you can understand your dog (body language) and can communicate with him. I teach you the skills to respond in a proper manner if necessary. The relationship between you and your dog becomes more honest, you learn what you can expect from each other and trust each other.

Your dog gets more confident and learns skills which he needs to make deal with daily live and make better choices.

Using commands is of limited use.

## Self-sufficient

*I show you how you can solve current and possible future “problem behaviour” in a dog-friendly manner.*

The process requires your time and commitment with an open mind for the perspective of the dog. In the end only you (and your family) can realize permanent change because you are the one living with the dog on a daily basis.

I teach you what you need to know, guide you in applying it, in a pace that fits you and your dog.

I don't use equipment like the choke chain shock collars or anti-pulling harnesses.

## Method

My way of working is based on the method of [Sheila Harper](#), where I completed my training (IDBTS). The method has an holistic approach, with a starting point that dog & human are in balance as much as possible, and there is an honest relation between them.



The relationship is built on communication, trust, respect and cooperation.

Basis is the body language of dogs (as described by [Turid Rugaas](#)), the natural behaviour and psychology of the dog. It is important that you have an open mind which own behaviour and environmental factors contribute to the behaviour of the dog and act on that information.

I don't use force, control or punishment but the qualities and possibilities of you and your dog.

## **Individual guidance**

I want to help everyone as good as possible.

Therefor I have chosen to work with dog & owner on an individual basis and not in groups.

Every dog-human relation is unique and requires an individual approach. This way I can focus completely on the current situation of you & your dog and give you the attention that you deserve.

## **Theory**

To be able to understand your own dog (but also other dogs) and recognize behaviour, certain theory (like the body language of a dog) is important. During the sessions I explain what is relevant.

It is also possible to reserve some extra time for this.



## About Mirjam Kotter

Since I was little, I wanted to become a veterinary to help animals. When the time was there that I could go to the university, I was confronted with animal testing which, to me, the lack of respect for the animals used in testing. This appalled to me so much, that I did not start the study. I entered the world of IT and worked there, with great pleasure, for many years but all those years it bothered me that I was not helping animals.

When the feeling got too strong, I started looking in what way I would be able to help animals. In 2008 I took a course at Martin Gaus Academy for a dog walking service (HUS), to continue with the study for dog behavioural therapist.

During this study I took a seminar by the British dog behavioural therapist Sheila Harper. The way she works appealed more to me ([see Way of working](#)) and I changed study (to International Dog Behaviour Training/IDBTS), which I finished.

During the IDBTS I realized that I deprived my first dog, Boefie, who I got when I was 15 years old. I did not physically abuse him, but in a mental and psychological way he had deserved better. At the time I lacked the skills to deal with him in a proper manner.

In August 2014 I adopted an adult dog, Shy, from the shelter. He was found on the street and lived in the shelter for 2,5 years. Considering his behaviour, his life had not been very pleasant until then: quite reactive and biting when things were too much for him. He did not like being touched, he was very distrusting which caused him to get defensive quickly.

With the skills I learned, I was able to get to know him better. And by reading his body language I was able to see better how he felt. Because of this I can support him (or intervene in time) in situations he finds difficult.

When the situation allows it, he gets the opportunity to make his own choices and when something gets to excited/scary he can express himself by barking or walking away. He can investigate something if HE wants to.

By experience he is learning good dog skills again.

Slowly the “problem” behaviour disappears, is he getting more balanced and is he becoming the dog again he is by nature: social, smart, naughty, inquisitive, on occasion sassy (dachshund mix ..) but most of all happy and relaxed.

His self-confidence is increasing day by day and he trusts me in so many ways. This causes him to be more calm and he can handle new, exciting or scary situations much better. And every day I learn from him and keep building my dog skills.

## My mission

Dogs are social animals who try to avoid conflict. They have the right to be treated as the valuable creatures that they are, especially if you consider the demands we put on them every day in our society.

Many dogs can't cope with our demands and therefor often need our help. From the perspective of the dog the human world can be very incomprehensible. The difference in the meaning of communication of humans and dogs (e.g. looking straight at each other and the



way we approach each other) can lead to unnecessary problems between dogs and humans. Unfortunately dogs often don't get that help causing the dog to find his own solutions. This can lead to behaviour we humans consider "problem behaviour" because we don't understand them and/or don't see dogs as social beings with their own needs.

Also often dogs are "humanized" : they are not allowed to be a dog with their natural behaviour.

I want to help dog & human to get to know and understand each other better so that both parties can live together pleasantly with room for everyone's unique qualities and needs.

### **Education, courses, seminars**

2018	Basic aggression course	Amber Batson
2018	Brain work for dogs	Hersenwerk voor honden
2018	Pain in dogs	Different speakers/vets
2017	Aggression in dogs	Alexa Capra
2017	Canine Play	Sheila Harper
2016-2017	Dog massage Advanced	Kynomassage
2016	High Sensitivity in Dogs	Maya Bräm Dubé
2016	Living and Learning with Animals	Susan Friedman
2015-2016	Dog massage Basics	Kynomassage
2015	Affective neuroscience	Jaak Panksepp
2015	Listen to your dog	Isla Fishburn
2015	Choices and boundaries	Sheila Harper
2016	Fearful dogs	Sheila Harper
2012-2016	Accreditation IDBTS	Open College Network
2010-2012	IDBTS	Sheila Harper
2012	Clicker training for instructors	Martin Gaus
2012	Instructor I	Martin Gaus
2012	Theory nose work and tracking	Ann Lill Kvam
2012	Intelligence of dogs	Esteban Rivas
2011	Emotional lives of animals	Mark Bekoff
2010	Help! I can't cope: hyperactive dogs, shutdown dogs	Sheila Harper
2009	Anthropomorphism, allowed or not	KynoTrain
2009-2010	Dog behavioural therapist (3 modules): - Biology of dogs (basics) - Breeds & behaviour - Business management, law	Martin Gaus
2009	Dog walker service (HUS)	Martin Gaus

### **Professional associations**

Since 2016	<a href="http://Palpabel.nl">Palpabel.nl</a> (Dog massage)
Since 2017	<a href="http://Pet Dog Trainers of Europe">Pet Dog Trainers of Europe</a> (PDTE)
Since 2018	<a href="http://Hersenwerk voor honden">Hersenwerk voor honden</a>



All these organisation require me to keep my knowledge up to date.



# Contact

Do you have a question, do you want more information or do you want to make an appointment? You can contact me by phone or e-mail.  
If I am not available by phone, you can leave a message. I will get back to you as soon as possible.

## Cancelling an Appointment

Cancelling an appointment can be done by e-mail address or phone.  
When you cancel at least 48 hours before the actual appointment, there will be no charge .

## Adres

KynoCoach Haarlem

Gen. Joubertstraat 53  
2021 XB Haarlem  
Telefoon: 06 – 2341 5669  
E-mail : [info@kynocoach.nl](mailto:info@kynocoach.nl)

KvK: 64974731  
Bank: NL98 ASNB 0932 2510 72

## Payment methods

Payment needs to be done within 7 days after invoice date.  
Paying cash is possible at the appointment, when agreed before the appointment.  
It is not possible to pin.



# Reading tips & links

On this page there are some reading suggestions and links that matches the way I work.  
It can help you getting to know more about and getting insight in dogs.  
Tip: always read information with an open mind but critically.

## Books

Calming Signs	Turid Rugaas
<a href="#">Barking</a>	<a href="#">Turid Rugaas</a>
My dog pulls. What do I do?	Turid Rugaas
<a href="#">Stress in Dogs</a>	<a href="#">Martina Nagel &amp; Clarissa von Reinhardt</a>
Why Zebras don't get Ulcers	Robert Sapolsky
<a href="#">Living in harmony with your puppy</a>	<a href="#">Nicole Mackie</a>
Voer voor Carnivoren	Tannetje Koning
<a href="#">The other end of the leash</a>	<a href="#">Patricia B. McConnell</a>
Bones would rain from the sky	Suzanne Clothier
<a href="#">Minding Animals: Awareness, Emotions and heart</a>	Mark Bekoff
Wild Health	Cindy Engel
<a href="#">When Pets Come Between Partners</a>	<a href="#">Joel Gavriele-Gold</a>
The Kingdom of Scent	Ann Lill Kvam
<a href="#">Remember me?</a>	<a href="#">Eileen Anderson</a>

## Links

<a href="#">sheilaharper.co.uk</a>	Sheila Harper
<a href="#">turid-rugaas.no</a>	<a href="#">Turid Rugaas</a>
<a href="#">hondenlezingen.nl</a>	Lezingen over honden
<a href="#">jyoti.nl</a>	<a href="#">Holistische dierenarts Anneke Schellingerhout</a>
<a href="#">kynomassage.nl</a>	Kynomassage
<a href="#">hersenwerkvoorhonden.nl</a>	<a href="#">Brainwork for dogs</a>
<a href="#">hondenbescherming.nl</a>	Honden bescherming

## Vacation addresses suitable for dogs and humans

<a href="#">iekenenbarken.nl</a>	Drenthe
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# Overview General Terms of Business & Privacy statement

## General Terms of Business

**NB:** the list of terms is not complete; see also [Note](#)

### Definitions

Service: any service provided by KynoCoach Haarlem for or on behalf of the Client

Order: agreement/appointment between Client and KynoCoach Haarlem for providing a service by KynoCoach Haarlem or a 3<sup>rd</sup> party.

Dog: Dog or dogs for whom the order is granted

Client: owner of the Dog who desires the help of KynoCoach Haarlem and gives the Order.

Rate/Fee: the costs of the services provided.

1. By using the services of KynoCoach Haarlem, the Client complies with the general terms of business.
2. The general terms of business apply to all services provided by KynoCoach Haarlem
3. KynoCoach Haarlem can change the general terms of business and rates/fees.  
Appointments already made at that time fall under the original general terms of business/rated or fees, with exception of changes in legal fees/BTW-VAT.
4. These general terms of business also apply to orders where a third party is involved to execute the order.
5. When making an appointment, it is confirmed by KynoCoach Haarlem to the Client in writing (e.g. mail), resulting in an “order”.
6. Appointments that are cancelled at least 48 hours before the appointment (verbally or in writing) are not charged unless KynoCoach Haarlem has made additional expenses for the purpose of that appointment.  
Appointments that are cancelled within 48 hours before the appointment are charged in full, including any additional costs made for the purpose of that appointment.  
Those additional costs are always discussed before with the Client and confirmed in writing. It is possible that a part of those additional costs are charged before the appointment.
7. In case KynoCoach Haarlem has to cancel an appointment due to circumstances beyond its control or other cause, the Client is informed as soon as possible (verbally or in writing). Not receiving the cancellation in time, does not grant the Client any rights.
8. KynoCoach Haarlem reserves the right to decline an order without explanation but informs the Client as soon as possible.



9. KynoCoach Haarlem reserves the right to suspend an order due to holiday, illness or training.
10. "Cards" (commutation?) for the private dog walker and massage are charged at once in full and won't be reimbursed.
11. Payments need to be done within 7 days after invoice date. Not paying in time can result in additional costs and/or suspending-stopping the services.
12. Payment is done by bank transfer. Payment in cash is possible but only after discussing this with KynoCoach Haarlem first.
13. Parking costs are charged in full
14. Rates/fees include legal fees (BTW/VAT) but exclude any other expenses like traveling expenses and parking costs.

**Liability:**

15. Execution of the Order is at the Clients' own risk and responsibility/accountability.  
KynoCoach Haarlem is only liable for direct damage due to conscious recklessness or intentional act by KynoCoach Haarlem.
16. KynoCoach Haarlem is not liable for not getting the result desired by the Client.  
KynoCoach Haarlem does its best, within reason, to achieve the desired result.
17. KynoCoach is not liable for illnesses or (alleged) faults/defects, mentally or physically, which the Dog possibly contracted during of as a result of the given advice treatment, care or guidance.
18. The Client must have a liability insurance which also covers the dog. The Client is responsible for the dog and his behaviour and physical health at all time.
19. The Client is supposed to follow up all advice by KynoCoach Haarlem and use advised equipment, within his possibilities
20. KynoCoach Haarlem is not liable for burglary in the Client house, unless is proven that the key, given to KynoCoach Haarlem for the walking service, has been used and that the key was in the possession of the 3<sup>rd</sup> party due to negligence or intent of KynoCoach Haarlem.

**Private dog walker - additional**

21. The Dog is always walked on leash unless the Client gives written permission to let the Dog walk off leash.
22. For a walk with the Dog at least 30 minutes is charged.
23. KynoCoach Haarlem reserves the right to refuse walking the Dog for whatever reason.
24. KynoCoach Haarlem reserves the right to cancel or shorten the walk when:
  - The weather conditions require it
  - The behaviour of the Dog is making normal walking impossible
  - The behaviour or physical condition of the Dog is in such a way that walking him is not in the best interest of the Dog

Cancellation by KynoCoach Haarlem is not charged. When shortening the walk, costs are proportionally but at least 30 minutes.



25. KynoCoach Haarlem is not liable for any damage to the home of the Dog or furniture as a result of a wet/dirty Dog or the behaviour of the Dog.
26. The Client must inform KynoCoach Haarlem of all physical and behavioural problems of the Dog before giving the Order, but also after giving the Order if something changes.
27. KynoCoach Haarlem informs the Client of any physical or behavioural issues encountered with the Dog during the walk.
28. The Client makes sure that the dog is present at the arranged time/day. If the dog is not present, the walk is still charged.
29. In case the Client is not at home when the Dog needs to be walked, a house key needs to be provided to KynoCoach Haarlem, using a house key contract.
- 30.** The regular walking hours of KynoCoach is Monday 'til Friday from 11.30 AM – 2 PM. For walks outside this period and on national holidays, additional costs are charged. These additional costs apply to all walks (card or paid separately).

### **Dog Massage - additional**

31. The Client must inform KynoCoach Haarlem of all physical and behavioural problems of the Dog before giving the Order, but also after giving the Order if something changes.
32. The Client must deliver a written OK from the veterinary when the Dog has certain contra-indications. Otherwise KynoCoach Haarlem does not start the massage.
33. KynoCoach Haarlem is not liable for injury of the Dog or the costs arising etc. as a result of the massage if this occurs due to contra-indications that were not mentioned or not visible at the time of the massage.
34. Massage takes place at the Clients home and the Client makes sure that the surrounding is calm.
35. The Client is always present during the massage.
36. The Client gives the Dog after the massage the opportunity and time to come to.
37. KynoCoach Haarlem does not diagnose and is in no way a replacement for a veterinary or other dog specialist.

### **Workshops – additional**

38. Registering for a workshop is done in writing. You can send an email to [info@kynocoach.nl](mailto:info@kynocoach.nl) for the registration form. After registering, there is a legal period of time to change your mind (14 days).  
After receiving the registration, KynoCoach confirms the registration and sends an invoice.
39. By registering, the Client states that the dog, brought to the workshop , is in good physical and mental health. In case of doubt contact KynoCoach first.



40. The invoice is payed according to the general terms of business. If the workshop is in less than these terms, the invoice is payed before the start of the workshop
41. Cancelling of the workshop by KynoCoach:
- In case of unforeseen circumstances KynoCoach can cancel the workshop. The Client is informed as soon as possible.
  - If no other arrangement for the workshop can be made between KynoCoach and Client, the Client will be reimbursed for payments done but no more reimbursement than that was payed.
42. Cancellation or change of the workshop by the Client
- Cancelling or changing the workshop is done in writing (email or letter). Cancellation or change is definite after written confirmation by KynoCoach.
  - Cancelling during a workshop means that the Client is not reimbursed
  - In case of cancelling a **group-workshop** this are the charges
    - Cancelling until 2 weeks before the workshop: 25% of the costs
    - Cancelling until 1 weeks before the workshop: 40% of the costs
    - Cancelling until 48 hours before the workshop: 60% of the costs
    - Cancelling less than 48 hours before the workshop: 100% of the costs
  - **Individual-workshop** need to be cancelled at least 48 hours before it starts, otherwise the full price of the workshop is charged (or not reimbursed).
  - Change of the workshop (not cancellation) is possible in unforeseen circumstances (like bereavement or illness) and are reported to KynoCoach in writing as least 24 hours before the workshop.
- In case of acute circumstances the Client contact KynoCoach as soon as possible if Client is able to. KynoCoach will then offer the opportunity to reschedule the missed (part of the) workshop.
43. KynoCoach is in no way responsible or accountable for damage of injury
- Inflicted to the dog by another attendee of the workshop, during or after the workshop
  - Injuries or other harm to the dog because of inadequate/incomplete information provided by the Client about the dog (physically or mentally) or otherwise.
  - Caused by the Client using the knowledge after attending the workshop
44. The Client remains responsible for the behaviour of the dog and/or damaged caused by the dog to other dogs/properties etc.

## Confidentiality and Privacy

45. KynoCoach treats all given information as confidential as far as it arises from the given information unless the Client gives permission.
46. KynoCoach does not use created video or photo material for other purposes than guidance or advice, unless the Client gives permission
47. KynoCoach is allowed to use personal data only for the sole purpose of completing the service/order or dealing with a complaint
48. KynoCoach is not allowed to lend, let, sell the personal data or make it public in some other manner.



Exception if a provision of the law or legal judgement obliges so. KynoCoach is not liable for damages or compensation.

49. The Client agrees that KynoCoach approaches the Client by mail to provide general information. If the Client does not wish to be approached with this kind of information, the Client can inform KynoCoach.

## Privacy statement

On the website a Dutch version of the [privacy statement](#) is available.

Translation of this document is in progress.

