



Residential Assistance Dog Programme

PROPOSAL

2026 Proposal V5.2. August 2026



Assistance
Dogs UK
Accredited Member



Assistance Dogs
INTERNATIONAL
ACCREDITED MEMBER



National
Autistic
Society | Autism Specialist
Award Advanced
2023



CONTENT

Content	2
Residential Programme – Proposal Document	4
Introduction	4
What is an Autism Assistance Dog?	5
Is an Assistance Dog right for me?	6
Criteria	6
Other dogs	7
Ongoing costs	7
Caring for the Assistance Dog	7
Sensory considerations	8
Why choose Autism Assistance Dogs Charity?	9
As a charity, we hold the following qualifications	10
Frequently Asked Questions	12
What is Included / What is Not Included	14
What is included in the Programme fee	14
What is NOT included in the Programme fee	15
Your Responsibilities as a Client	16
Your responsibilities	16
What Makes This Programme Different	17
Community channels	17
Programme stages	18
Application stage	18
Enrolment stage	18
Exploring the Prerequisites for Success	19
Matching stage	19
Phase 2a – Basic dog training	20
Phase 2b – Psychotherapy and Therapeutic Support (continues throughout)	21
Phase 3 – Bespoke Advanced Training Programme	21
Phase 4 – Family Training	22
Phase 5 – Delivery Inclusion Training	23
Phase 6 – Aftercare Support	23
Products	24

Costs	25
Fundraising	26
Timings	27
Failure to match within reasonable time	27
No refund in other circumstances	28
Replacement dogs	28
Glossary of Terms	29
Client stories	31
Louis and Max	31
Kiera and Noodle	31
Kicky and Sauce	33
Important notice/ Disclaimer	34
Accessibility and Reasonable Adjustments	34
Legal advice and information	34
Mental health and wellbeing support	35
Next Steps / How to Apply	36
Understanding the Contract	37
Understanding the Signing Timeline	37
Why there is a Decision Deadline	37
If you need more time, just ask	38
You are not alone	39

Residential Programme – Proposal Document

Introduction

Thank you for your interest in the Autism Assistance Dogs Charity Residential Programme.

This document provides an overview of the programme, including what it involves, the costs, and the ongoing support you can expect. We hope this helps you make an informed decision about whether the Residential Programme is the right next step for your family.

A Note for Neurodivergent Families

We understand that reading through lengthy documents can be challenging, especially if you or a family member are neurodivergent. We want to make this as easy as possible for you.

This document is a summary of the key points about the Foundation Programme. It is not the full legal contract – it is designed to help you understand what the Programme involves before you decide to proceed.

The full Agreement is a longer document with more detail. We strongly encourage you to read it carefully before signing. If you would like help understanding any part of it, please do not hesitate to ask. We are happy to:

- Explain the terms in person via a video-call or over the phone.
- Explain any clause over the phone or in person.
- Provide the document in a different format if that would help.
- Give you as much time as you need to read and consider it.

We want you to feel confident and informed before making any commitment. Please take the time you need, and do not hesitate to contact us with any questions – there are no silly questions, and we are here to help.

What is an Autism Assistance Dog?

A fully-trained Assistance Dog can provide emotional and practical support to an individual who has a disability and/or chronic health issues, in order to mitigate the challenges they face.

Each dog is trained to perform a number of tasks, all of which are tailored to the handler's individual challenges and needs. This enables the dogs to help their handler to cope with challenges, manage their anxiety, grow in confidence, interact with others, and maintain a happy and healthy lifestyle.

The key areas of assistance by a trained dog are:

- Interruption or distraction from severe responses to sensory input, which result in meltdown or shutdown.
- Intervention from self-harm through direct action during an episode.
- Improved regulation of sensory daily 'diet' through interactive games and tactile activities.
- Emotional support, confidence building, and social inclusion.
- Self-care tasks.
- Improved focus on specific activities, increasing the ability to learn and participate.



Is an Assistance Dog right for me?

Criteria

We will accept applications that fulfil the following criteria:

1. The applicant has an official diagnosis of ASD or ADHD.
2. The applicant is at least 4 years of age.
3. The applicant's permanent residence is in mainland England, Scotland, or Wales.
4. The applicant does not have unmanaged epilepsy.
5. The information given about the applicant is correct and truthful.
6. We feel that the Programme will be beneficial to the applicant.
7. The welfare of the dog is fully managed by an adult or 3rd party in addition to the handler (we are unable to agree to a dog living with a handler living alone or without a clear network of suitable support).
8. We feel that the dog's welfare and needs would be met.
9. There would be someone to care for the dog during the day.
10. We feel that the team has the relevant expertise for all of the applicant's conditions.
11. The applicant is able to attend the in-person interview appointment on the date required.
12. No members of the applicant's household residence have severe dog allergies.
13. We have the resources to accept the application (sometimes we receive more applications that fulfil the rest of the criteria than we have the resources to enrol at one time).

Other dogs

The applications panel will use their discretion regarding any pet dogs that are already living in the applicant's residence.

It is important that an Assistance Dog is housed in an environment where no behavioural issues are present. If there are behavioural issues present, it can decrease the success of the partnership between the handler and the dog.

There must not be more than 2 pet dogs already living in the applicant's residence.

Ongoing costs

There are a variety of ongoing costs required in order to care for an Assistance Dog throughout its lifetime; any applicant must make sure that they would be able to cover these costs for the dog's lifetime.

The ongoing costs will include the following:

- Insurance (including public liability insurance)
- Dog food and treats
- Medical treatments (including vet treatments and preventative treatments)
- Other products including grooming products, toys, equipment, and bedding

Caring for the Assistance Dog

The welfare of the dog must be fully managed by an adult or 3rd party in addition to the handler (even if the handler is an adult). This means that there must be at least one caregiver of the client who does not work full time out of the home. This also means that the handler must not live alone or without a clear network of suitable support.

The dog's welfare and needs would need to be met at all times, and the dog would not be able to be left for long periods of time.

The Charity takes the welfare of its dogs very seriously. If the Charity has reasonable grounds to believe that the Dog's welfare is at risk (as defined in the Agreement), it may take action to protect the Dog, including removal from the Family.

Sensory considerations

Please read this section carefully before proceeding.

Living with a dog involves significant sensory challenges. Dogs produce a range of sounds that may be distressing or overwhelming, including howling, barking, panting, crying, whining, and growling. They also present physical symptoms that may generate significant additional sensory challenges, including urinary incontinence, excessive urination, vomiting, diarrhoea, gastrointestinal upsets, internal and external parasites, contagious viral infections, and respiratory issues.

These sensory stimuli are not occasional or avoidable; they are a routine and inherent part of living with a dog. For autistic individuals and their families, these may cause genuine distress, regardless of how confident you feel in advance about your ability to manage them.

If there is any genuine concern that the Handler or any member of the Family may find these sensory stimuli unmanageable, distressing, or triggering, you should not proceed with the Programme. The Charity is not able to provide a sensory-free environment.

For the avoidance of doubt, no refund shall be due on grounds of sensory sensitivity alone.

The Charity strongly recommends that you seek independent therapeutic support from your own mental health professional to discuss these sensory challenges, both before placement and throughout the Programme.

Why choose Autism Assistance Dogs Charity?

Autism Assistance Dogs Charity is the most qualified programme of its type, and is also the only programme training Autism Assistance Dogs that is run by autistic people. Through a unique approach to providing human support – running alongside the dog training – we are unlike other organisations, providing the family with the tools to assist both the handler and the dog. Our qualifications and approach to the programme enable us to deliver the programme responsibly, with the organisation being acknowledged for dealing with some of the most complex and challenging cases successfully.

We are a team of experienced professionals who are driven and motivated by our love of dogs and our passion for helping autistic people. All of our team members work together to care and train both our Assistance Dogs and our families to the best of our ability, with our team including a veterinary surgeon and a Kennel Club Assured Instructor of Assistance Dogs.



As a charity, we hold the following qualifications

Qualification	Details
Autism Accreditation by the National Autistic Society (NAS)	The NAS are the UK's leading charity for autistic people. The Autism Accreditation is an autism-specific quality assurance programme for organisations in the UK and around the world. To achieve this accreditation, we had to meet a standard of excellence and follow a framework of continuous self-examination and development. 
Member of Assistance Dogs UK (ADUK)	Assistance Dogs UK is a voluntary coalition of Assistance Dog organisations. Assistance Dogs UK aims to share knowledge, expertise and skills between its member and candidate organisations, while also promoting the highest standards in assistance dog training and welfare. 
Member of Assistance Dogs International (ADI)	The ADI establishes and promotes standards of excellence in all areas of Assistance Dog acquisition, training, and partnership, and is the leading global authority in the Assistance Dog industry. 
Dog Breeding Establishment licence from	Licence number: CE/DB12/311224.

Cheshire East Borough Council	
Disability Confident Employer under the Disability Confident Scheme by the DWP	We recognise that disabled people and those with long-term health conditions should be given opportunities to fulfil their potential and to realise their aspirations, and that these opportunities can be given with easy and achievable adjustments.
Pre-approved training school for Assistance Dogs by British Airways	

Frequently Asked Questions

Q: How long does the whole process take from application to delivery?

A: From enrolment to delivery is typically around 18–24 months, though this can vary depending on dog availability, matching, and training progress. The waiting time to be matched is usually 12–18 months, with approximately 3–6 months of training after the match.

Q: What happens if the dog doesn't work out?

A: The Charity will work with you to address any issues. If a dog is withdrawn from the Programme before Delivery, you will be placed at the top of the waiting list for a replacement. The AD Charge already paid is credited toward the replacement dog. If the Charity fails to offer a suitable replacement within three months, you may cancel and receive a full refund.

Q: Can I visit the dog during training?

A: Yes. Once you are matched, you will be offered regular playdates with your dog between the match appointment and Family Training.

Q: What happens after the dog retires?

A: The Charity offers a successor dog process. You will need to submit a new application, but where the Retirement is not due to the Client's fault, the Family will receive priority over new applicants. Please note that a successor dog is not guaranteed.

Q: What if my circumstances change during the Programme?

A: If your circumstances change materially, please contact the Charity as soon as possible. Changes in the Handler's diagnosis, functional level, or living situation

may affect the Programme and may be taken into account in any assessment of suitability.

Q: Can I keep the dog if the Programme doesn't work out?

A: If a dog is withdrawn from the Programme before Delivery, you may not keep the dog. If the dog has been Delivered and you wish to relinquish ownership, the Charity will consider your request and may rehome the dog in a suitable environment. No refund shall be due upon relinquishment.

Q: Who owns the dog?

A: Ownership of the Matched Assistance Dog passes to the Family on the Delivery Date.



What is Included / What is Not Included

What is included in the Programme fee

<i>Included</i>	Details
<i>Profiling and assessments</i>	Structured interviews, therapeutic assessments, and behavioural profiling of candidate dogs
<i>Matching services</i>	Identifying and introducing a suitable dog, including match appointments
<i>Basic obedience training</i>	Approximately 8 weeks and 60 hours of one-to-one training
<i>Psychotherapy and therapeutic support</i>	Sessions for the Handler and Family at defined points in the Programme
<i>Bespoke advanced task training</i>	Approximately 6 weeks of training tailored to the Handler's needs
<i>Family Training</i>	Approximately 4 days at our farm in Congleton
<i>Delivery Inclusion Training</i>	Approximately 4 days in your home and local area
<i>Aftercare support</i>	Lifetime support, including scheduled check-ins and access to our training team

Products

Delivery bag contents including identification, training equipment, food, toys, and grooming items

What is NOT included in the Programme fee

Not Included	Details
<i>Accommodation</i>	You are responsible for organising and paying for your own accommodation during Family Training if you cannot commute
<i>Transport</i>	Travel to and from our farm for training sessions is at your own expense
<i>Subsistence</i>	Meals and other expenses during training are not included
<i>Ongoing dog costs</i>	Food, veterinary care, insurance, grooming, equipment replacements, and other day-to-day costs
<i>Optional Aftercare Services</i>	Additional training requested more than 6 months after Delivery, or required due to a change in the Handler's circumstances, may be chargeable
<i>Replacement products</i>	Any replacements for products provided in the delivery bag

Your Responsibilities as a Client

Your responsibilities

By enrolling in the Programme, you agree to:

- Answer all questions truthfully, accurately, and fully.
- Comply with reasonable instructions from the Charity's team.
- Attend all required training sessions and meetings.
- Read, study, and familiarise yourself with all training materials provided.
- Maintain the Dog's skills through regular practice and reinforcement.
- Provide appropriate supervision for the Handler at all times.
- Ensure the Dog's welfare needs are met at all times.
- Keep the Charity updated with any changes to your contact details or household circumstances.
- Arrange and pay for veterinary care, insurance, food, and other ongoing costs.
- Comply with the Animal Welfare Act 2006.

Failure to meet these responsibilities may affect the success of the Programme and may be taken into account in any assessment of compliance with the Agreement.

What Makes This Programme Different

- **Run by autistic people** – We are the only programme training Autism Assistance Dogs that is run by autistic people. We understand the challenges our families face.
- **Integrated therapeutic support** – Our psychotherapy and therapeutic support programme runs alongside the dog training, preparing the whole family for a successful partnership.
- **Bespoke task training** – Each dog is trained to perform tasks specifically selected to mitigate the Handler's individual challenges.
- **Lifetime aftercare** – We are with you for the lifetime of the dog, not just until Delivery.
- **Qualified and accredited** – We hold accreditations from the National Autistic Society, Assistance Dogs UK, Assistance Dogs International, and many others.
- **Complex case expertise** – We are acknowledged for dealing with some of the most complex and challenging cases successfully.

Community channels

As part of the Programme, you will have access to our online community channels. Access is subject to our Community Communication Channels Policy, which may be updated from time to time. Policies are available at www.autismdogs.co.uk/policies.

Programme stages

Application stage

The first part of this phase is the application stage, which will follow the following process:

1. You send us an enquiry.
2. We give you a detailed information email about the programme.
3. You fill in the Client Profile and submit it.
4. The Client Profile will be shared with our applications team. You may have to wait a couple of weeks to hear if your application has been successful or not.
5. You will be asked to submit supporting documents that confirm your ASD diagnosis.
6. If we think the programme might be right for you, we will arrange for you to have an online interview with members of our team. You will be given at least 1 week's notice about the date and time. Unfortunately, we are unable to offer any other dates and times for these meetings, so failure to attend will end your application process during this enrolment.
7. Following the in-person interview, if we still think the programme might be right for you, we will arrange for you to have an interview via Zoom with a member of our team.
8. You will be asked to send us videos of your home and garden so that we can ensure its suitability.
9. After the Zoom interview, we will make a final decision as to whether or not we enrol you on to the programme.
10. On occasion, further Zoom calls may be necessary (following your initial Zoom call) before we make the final decision.

Enrolment stage

Once we have confirmed that you can enrol on to the programme, you will then begin the enrolment stage. This stage will follow the following process:

1. We will send you the Terms and Conditions. You sign them and send them back to us.
2. After we have received the signed Terms and Conditions, we will send you an invoice for the Initial Charge with a 7-day payment period.
3. After you have paid the Initial Charge, you will be officially enrolled on to our programme and will join the waiting list to be matched with a dog.
4. The waiting time between enrolment and being matched with a dog will depend upon how many clients we currently have as well as our resources at the time. We will let you know the approximate waiting time to be matched with a dog when you join the waiting list.

Exploring the Prerequisites for Success

Before a match is confirmed, the Charity's therapy team will work collaboratively with the Family to explore the prerequisites for a successful placement. This staged exploration process includes:

- An initial consultation conducted by the Charity's therapy team.
- One mandatory 90-minute Deep Dive exploration session to explore in greater depth any issues identified during the initial consultation.
- Up to two additional Deep Dive sessions if the therapy team determines that further exploration is necessary.

The purpose of this process is to identify potential challenges, reduce the likelihood of crisis-based interventions, and ensure the Programme is suitable before significant resources are committed.

If the Charity's therapy team concludes that the Programme is not recommended for your family, the Charity will refund all sums paid under the Agreement, less a deduction of £236 to cover the Charity's reasonable costs of the exploration process. The Agreement will then terminate with no further liability on either party.

Matching stage

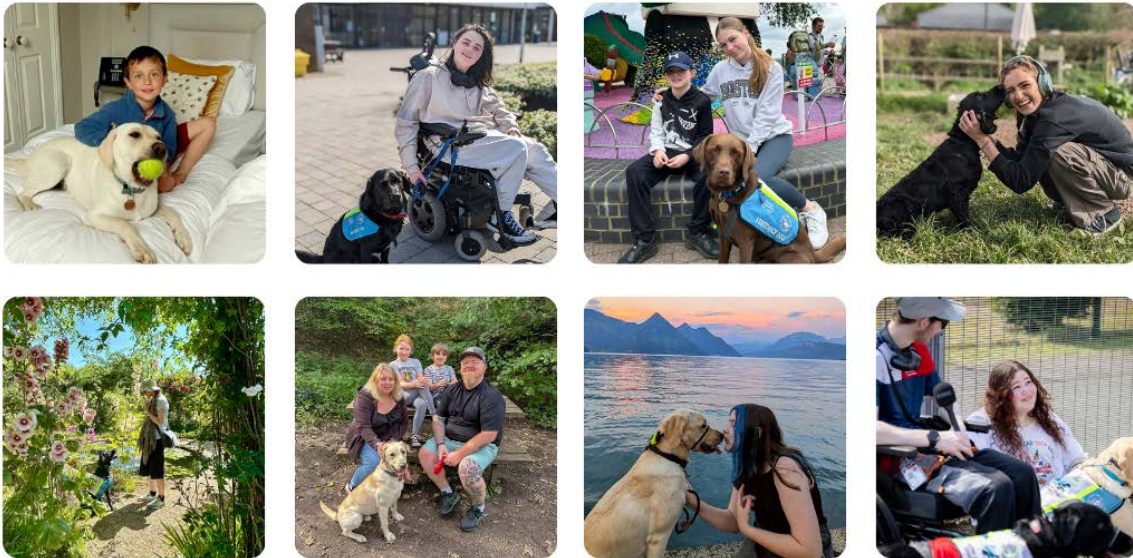
1. A candidate dog will be sourced to fit all of the criteria required. The dog will be at least 12 months old by the time of Delivery.

2. All of our dogs are both health checked and temperament assessed. The required traits for an Assistance Dog include good temperament or psychological make-up (including biddability and trainability), and good health (including physical structure and stamina).
3. After you have been enrolled on to our waiting list, you will be invited to visit our farm in Congleton, Cheshire. During this visit, you will decide your dog's bespoke advanced task list with the team. This list will need to have at least 3 tasks that mitigate or help the challenges of your condition/s.
4. Following extensive assessments and client profiling to find a suitable dog that we think will be a good match for you, you would be invited to come to our farm in Congleton, Cheshire for a match appointment. We will ask that any pet dogs you own should come along to this match appointment.
5. If both yourselves and the team believe that the dog is a good match for you, you will be officially matched and invoiced for the AD Charge. On receipt of this payment, the second phase will commence.
6. **If you are not happy with the match**, you can let us know and we will restart our search to find the right dog for you. If you refuse two matches, you will be returned to the waiting list rather than removed from the programme. However, repeated refusals, particularly on aesthetic grounds, may result in a longer waiting period. The Charity reserves the right to terminate the Contract if matches are refused on three or more separate occasions without reasonable justification.
7. You will be offered regular playdates with your dog between the match appointment and the Family Training.

Phase 2a – Basic dog training

During this phase, the dog will undergo basic obedience training with our team of dog trainers. Throughout all of our training, we use positive reward systems.

This training period will be completed in approximately 8 weeks, with a total of approximately 60 hours of one-to-one training conducted.



Phase 2b – Psychotherapy and Therapeutic Support (continues throughout)

While the dog starts their basic dog training phase, yourself and your family and/or primary carers will begin to undergo a programme of psychotherapy and therapeutic support. Provided by qualified professionals, this work is undertaken to help the family to develop new coping strategies as well as alternative approaches for the entire family; this all helps to alleviate pressure on the family and to prevent a collapse which could impact the success of an Assistance Dog partnership.

This work is completed both remotely and face to face, with multiple appointments to help to guide, steer, stabilise, and prepare yourself and your family. This is a vital part of the process, and the amount of assistance required will differ from client to client.

The success of an Assistance Dog partnership hinges on this work, so it is vital that standards are reached and understanding is acquired before the dog can be placed with the family.

Phase 3 – Bespoke Advanced Training Programme

During this phase, the dog will undergo advanced training with our team of dog trainers. The tasks trained will depend upon the advanced task list agreed during

your initial visit to the farm, and will deal with specific circumstances of your challenges.

During the public access training, the dog will wear a jacket so they can be easily identified, and will be expected to adhere to our commands and the required obedient behaviour.

This training will be completed in approximately 6 weeks. Once we have identified when the dog is ready to be qualified, we will book in the Family Training and Delivery Inclusion Training with yourselves

Phase 4 – Family Training

'Training' the handler and primary carers is a major factor in the process.

During this phase, the handler and at least one primary carer are taught how to command, care for, and work with the Assistance Dog. We ask that the entirety of the handler's household and all of the handler's primary carers attend this training if possible. The training will impart a wide range of knowledge to family, enabling them to have the skills required to make the Assistance Dog partnership a success.

This training will take place over around 4 days at our farm in Congleton, Cheshire, and is a mixture of practical training and theory. If you do not live close enough to commute to the farm each day, then you will need to pay for accommodation (this is not included in the cost of the programme). On some of the nights, you will be offered to have a sleepover with your dog. For this sleepover, you will need to stay within a 30-minute drive of the farm.

If you own a pet dog/s, they should not come to the Family Training so that the focus can remain on your Assistance Dog in Training. They should also not be present at the place where you have a sleepover with your dog.

Written documents and videos to accompany the training provided will be sent to you before the training. These resources can be referred to throughout the lifetime of your partnership, and are also available in our online Members Area.

Phase 5 – Delivery Inclusion Training

Before the delivery, the dog will receive a final health check from our team.

During this phase, our trainers will hand over and transition your Assistance Dog to you in your home and local area. This training gives you time to ask questions, and for your Assistance Dog to explore their new environment under our supervision.

At this point, ownership of the dog will be transferred.

Phase 6 – Aftercare Support

The aftercare support is for the lifetime of the dog, including following the dog's retirement.

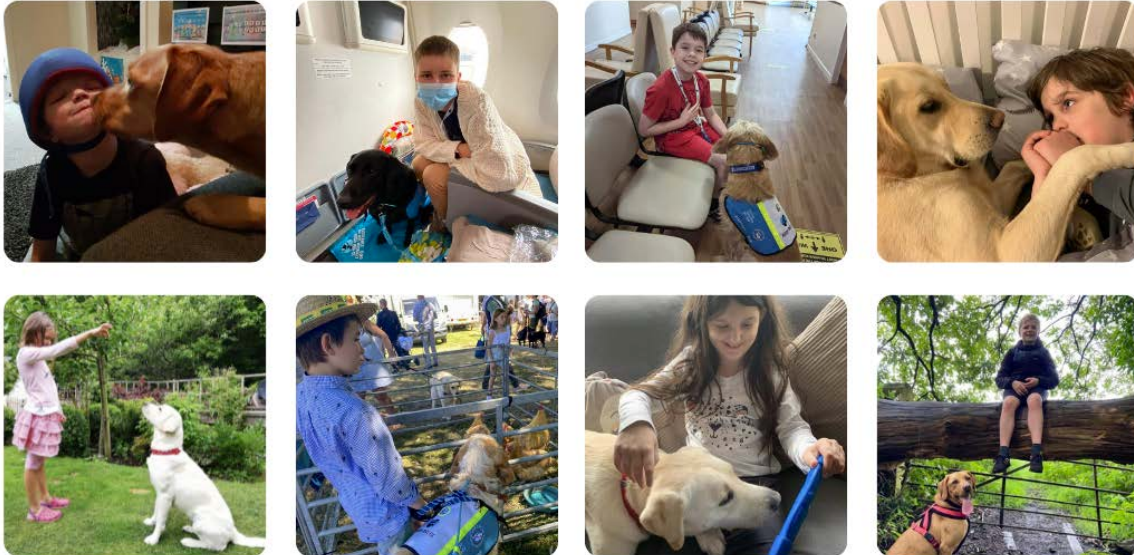
Immediately following the delivery of your Assistance Dog, a remote 'aftercare support programme' will be arranged for you to have regular contact and updates with the team. The calls will be booked at specific times on pre-agreed dates so that contact can be relied upon, regular, and productive. Outside of the planned calls, there are team members that you can contact for assistance.

On top of this, we also provide regular Aftercare Support Clinics at our farm in Congleton, Cheshire. Places for these clinics are provided on a first-come, first-served basis, and give teams the chance to gain face-to-face help on some common issues.

Basic aftercare (including advice, guidance, and scheduled check-ins) is provided free of charge for the first six months following Delivery. After this period, or if training is required due to a change in the Handler's diagnosis or functional level, or due to the Family's negligence or breach of the Agreement, the Charity may charge a reasonable fee for additional training or support. Any such costs will be communicated to you in writing before work commences.

Temporary return for assessment: Within the first three months after Delivery, if the Charity has reasonable grounds to believe that the Dog is experiencing significant regression, has developed a behavioural issue, or requires a welfare assessment, the Charity may request that the Dog be returned to our premises

for a temporary period (not exceeding 14 days, extendable by agreement). During this period, the Charity will bear the costs of the Dog's care.



Products

Included in the cost of the programme are a range of products to help prepare you for life as an Assistance Dog team, including:

- Identification tags and jacket
- Handler and carer ID badges (£10.00 per badge)
- Training equipment (whistle, head collar, training leads, long line)
- Food, treats, and bowls
- Toys and enrichment items
- Grooming items
- Handover and delivery documents

A full list is set out in Schedule 3 of the Agreement.

Any products that we do not provide but are needed to fulfil the dog's '5 freedoms' (as set by UK law) must be purchased outside of the programme. Similarly, any replacements for the products provided must be purchased outside of the programme.

Costs

The client is required to contribute a total of £16,990 towards the programme.

We ask that this is paid in the following instalments:

Instalment	Amount	Due
Initial Charge	£6,000	Payable upon signing the Agreement
AD Charge	£10,990	Payable upon confirmation of a match

All administration and management fees are currently covered by the charity for each client, with the actual cost of the entire programme averaging at costing over £23,000.

Discount: If the Family pays the full total cost of the Programme, the Family shall receive a 10% discount, reducing the total payable to £15,291.00.

We understand that our programme is a large financial investment for autistic people and their families. In many cases, client funding has been raised through their local authority, grants, or raised through collaboration with the Bradley Lowery Foundation.

We are currently working hard to fundraise to be able to reduce the cost of the programme to the client in the future.

Presently, we are unable to help any further toward the costs of the programme and are unable to provide longer timeframes for payments. However, we have created a booklet with tips around funding and fundraising that may help with raising funds, and we can provide clients with this booklet once they have enrolled.

We ask that you do not begin to fundraise until your application has been accepted. Applicants are not guaranteed to be accepted on to the programme until we have exchanged Terms and Conditions and you are officially enrolled.

Fundraising

If you choose to fundraise for your Programme fees, please be aware of the following:

- Any funds raised in the Charity's name (where the fundraising materials explicitly name, reference, or feature the Charity, its programmes, its dogs, or its beneficiaries) are the property of the Charity from the moment they are received.
- All such funds must be paid directly to the Charity's nominated bank account.
- The Family must not receive or hold fundraising funds in their own bank account, unless the Charity has given prior written consent.

For full details of your obligations, please refer to Clause 4B of the Agreement.

Timings

After you have paid the Initial Charge, you will be officially enrolled on to our programme and will join the waiting list to be matched with a dog. The waiting time between enrolment and being matched with a dog will depend upon how many clients we currently have as well as our resources at the time. We will let you know the approximate waiting time to be matched with a dog when you join the waiting list; it is usually around 6-12 months.

Once you are officially matched with a dog, the training should follow the following timeline:

Phase	Duration
Basic obedience training	Approximately 8 weeks
Advanced task training	Approximately 6 weeks
Family Training at our farm	Approximately 4 days
Delivery Inclusion Training in your home and local area	Approximately 4 days

However, the exact time will depend on multiple variables and may not follow this timeline exactly. The progression of the Programme depends on factors that are inherently variable, including the dog's aptitude and training progress, the matching process, changes in the Handler's needs, and health or welfare considerations affecting the dog.

Failure to match within reasonable time

If the Charity has not matched the Handler with a suitable Assistance Dog within 36 months of the Commencement Date, and the delay is not attributable to the Family's actions or omissions, the Family may cancel the Contract and receive a full refund of all sums paid.

No refund in other circumstances

No refund shall be due in circumstances including (but not limited to):

- Voluntary relinquishment of the dog
- Removal due to mistreatment, neglect, or abuse
- Termination for the Family's breach of the Agreement
- Unreasonable refusal of a replacement dog
- The Family's later decision that they are unable to meet the commitments described in the Agreement
- Sensory sensitivity alone

Replacement dogs

If a dog is withdrawn from the Programme before Delivery, the Family is entitled to be placed at the top of the waiting list for a replacement. The AD Charge already paid is credited toward the replacement dog.

If the Family refuses a replacement dog, no refund shall be due. The consequences depend on whether the refusal is reasonable or unreasonable.

Glossary of Terms

Glossary of key terms

Term	Meaning
AD Charge	The payment due to secure the Match (the dog) – £10,990
Aftercare	The support provided for the lifetime of the dog, including advice, guidance, and check-ins
Delivery	The point at which the dog is handed over to the Family
Delivery Inclusion Training	The training provided in your home and local area when the dog is handed over
Handler	The individual who the Assistance Dog will be trained to assist
Initial Charge	The payment due upon signing the Agreement – £6,000

Match	The process of finding and agreeing on a suitable dog for the Handler
Retirement	When the dog reaches age 10 or is retired from duties for health or welfare reasons
Service Term	The period from the Match until Delivery
Withdrawal	The removal of a dog from the Programme before Delivery for any reason

Client stories

Louis and Max

Click on the image to play the video, or use the following link:

<https://youtu.be/Nz9Dlr8BQDc?si=CHnHWpelvwX-pElw>



Kiera and Noodle

Click on the image to play the video, or use the following link:

<https://youtu.be/ES5Fv0FAPes?si=bgl5XQA6lUSEkaKc>



Noodle the life-changing Autism Assistance Dog ⋮

"I still was struggling with daily life and getting to the fact that I was actually getting a dog to help it was really hard for me and I felt as if I didn't deserve this second chance in life.

It was really hard but no matter what pain I went through I pushed through it.

I had meltdowns and upsets I was so stressed but one thing that helped is when I got pictures of him and I could count the days down.

The days went so quick but slow at the same time.

Then the next thing I knew is that Noodle was coming the next day!!

I was so scared and anxious as people I don't know that well I would have to talk to them.

But I focused on Noodle the training was very tiring and draining I felt so tired after each day but it was so worth it the first night Noodle stayed over I ate my first full meal without having a meltdown and wanting to run away.

I slept through the whole night.

I can't explain how much Noodle has helped me.

He has reduced my anxiety so much, he has helped my speech. Being able to look at people (I'm still not perfect at it). I self-harm less and don't rip my arms into shreds, because of him people see him and wanna ask question so I have to talk and he helps me through it, I go out more. I can go out on my own I still struggle with sleep but it's so much better now that I have him my meltdowns aren't as bad as they were, if I'm struggling he will help me instantly.

He is everything I needed I struggled so bad but it was worth every single pain and stress I felt because I met Noodle he is amazing I wanna say a big thank you too Autism Dogs for helping us every step of the way

Noodle saved my life when I thought no one ever could." – Written by Kiera

Kicky and Sauce

Click on the image to play the video, or use the following link:

<https://youtu.be/gnWgaZ0Hhd0?si=e3yrma1BMBv2vLHy>



Story of Kicky and Sauce - Autism Dogs CIC



Important notice/ Disclaimer

This Proposal provides a summary of the Residential Assistance Dog Programme. The full terms and conditions are set out in the Residential Programme Agreement, which will be provided to you before enrolment. In the event of any inconsistency between this Proposal and the Agreement, the Agreement shall prevail.

You are strongly encouraged to read the Agreement carefully before signing, and to seek independent legal advice if you have any questions.

Please, discuss the Programme with your own support network and, where appropriate, with a mental health professional.

Accessibility and Reasonable Adjustments

The Charity is committed to making our Programme accessible to all families. We recognise that disabled people and those with long-term health conditions should be given opportunities to fulfil their potential and to realise their aspirations.

We are proud to be a Disability Confident Employer, and we carry this commitment through to all aspects of our Programme. If you require reasonable adjustments to participate fully in any aspect of the Programme – including training sessions, appointments, or communications – please let us know as soon as possible. We will work with you to find a solution that meets your needs.

If you require documents in an accessible format (such as large print, audio, or easy-read), please contact us at info@autismdogs.co.uk and we will do our best to accommodate your request.

Legal advice and information

You are strongly encouraged to seek independent legal advice before signing the Agreement. Understanding your rights and obligations is crucial.

- **Citizens Advice:** For free, confidential, and impartial advice on your rights, contracts, and consumer issues, contact Citizens Advice. They can

provide guidance on understanding contracts and what to do if things go wrong .

- Website: citizensadvice.org.uk
- Consumer Helpline (England): 03454 04 05 06 (Welsh-speaking adviser available on 03454 04 05 05)
- **Trading Standards:** For concerns about unfair contracts or business practices, you can contact the Citizens Advice consumer service, which carries out work on behalf of Trading Standards .

Mental health and wellbeing support

We recognise that making decisions about the Programme can be emotionally significant. If you or a family member need support with mental health or wellbeing, the following organisations offer free, confidential advice:

- **Mind:** Provides information and advice on a range of mental health issues. You can speak to a trained advisor about your feelings, or find information on local support and treatment options .
 - Website: mind.org.uk
 - Support Line: 0300 123 3393
- **Samaritans:** Offers emotional support 24 hours a day, 7 days a week for anyone who is struggling to cope or needs someone to listen without judgment or pressure .
 - Freephone (UK): 116 123
 - Email: jo@samaritans.org
- **Mental Health Foundation:** Provides information and guidance on looking after your mental health, and campaigns for good mental health for all .
 - Website: mentalhealth.org.uk
- **Mental Health Crisis Support:** If you or someone you know is facing a mental health crisis, including thoughts of suicide, we strongly recommend contacting your GP or your local mental health trust's crisis team immediately .

Please keep in mind. Agreements are subject to changes from time to time. Although we do our best to update this proposal, sometimes there is a delay before any changes in the Agreement are reflected in this document.

In the event of any inconsistency between this Proposal and the Agreement, the **Agreement shall prevail**. If in doubt, please write to us via email at info@autismdogs.co.uk

Autism Assistance Dogs Charity

Millpool Farm, Wards Lane, Congleton, Cheshire, CW12 3LN

Email: info@autismdogs.co.uk

Website: www.autismdogs.co.uk

Registered Charity Number: 1199343

Next Steps / How to Apply

How to apply

1. Enquire – Contact us by email at info@autismdogs.co.uk to express your interest.
2. Receive information – We will send you detailed information about the Programme and the application process.
3. Submit your Client Profile – Complete and return the Client Profile form.
4. Wait for review – Our applications team will review your submission.
5. Attend an in-person interview – If your application progresses, you will be invited to an in-person interview.
6. Attend a Zoom interview – Following the in-person interview, you will have a further interview via Zoom.
7. Submit home videos – We will ask you to send videos of your home and garden.
8. Final decision – We will confirm whether you have been accepted onto the Programme.
9. Sign the Agreement – You will receive the Terms and Conditions to sign.
10. Pay the Initial Charge – Upon signing, you will be invoiced for the Initial Charge.
11. Join the waiting list – You will be officially enrolled and will join the waiting list to be matched with a dog.

Understanding the Contract

The full Agreement is a detailed legal document. It is longer than this proposal because it sets out all of the terms and conditions that govern the Programme in full. We want you to feel confident and fully informed before signing.

We strongly encourage you to:

- Take your time – read the Agreement carefully, and do not rush.
- Read it with a trusted person – a family member, friend, or support worker.
- Ask questions – we are happy to explain any clause over the phone, by video call, or in person. Contact us at info@autismdogs.co.uk.
- Seek independent legal advice – a solicitor can help you understand your rights and obligations. Free advice is available from Citizens Advice (see page 35).
- Request a different format – if you would find it helpful to have the Agreement in a larger font, printed copy, or another format, just let us know.

By signing the Agreement, you are confirming that you have had the opportunity to read it, ask questions, and seek advice.

If you have any doubt about whether the Programme is right for your family, please do not hesitate to contact us before signing.

Understanding the Signing Timeline

When we offer you a place on the Programme, we will confirm a date by which we need your signed Agreement. This date is called the Decision Deadline.

Why there is a Decision Deadline

The Charity has a limited number of places available in each training cohort. We also need to plan staff time, training capacity, and dog availability well in advance. When we offer a place to your family, we must hold that place for you, which means we cannot offer it to another family during that time.

The Decision Deadline is the date by which we need to know whether you wish to proceed, so that we can either:

- Confirm your place and begin planning your family's Programme; or
- Release the place to another family on the waiting list.

This is an operational requirement, not a pressure tactic.

We want you to have enough time to read and understand the Agreement

We strongly encourage you to:

- Take your time – read the Agreement carefully, and do not rush.
- Read it with a trusted person – a family member, friend, or support worker.
- Ask questions – we are happy to explain any clause. Contact us at info@autismdogs.co.uk.
- Seek independent legal advice – free advice is available from Citizens Advice (see page 35).
- Request a different format – if you would find it helpful to have the Agreement in a larger font, printed copy, or another format, just let us know.

If you need more time, just ask

We understand that reading a legal document can take time, especially for families who may have additional needs or who want to discuss it with their support network.

If you need more than 5 days to make your decision, please tell us. We will do our best to extend your deadline, and we will not treat a request for more time as a reason to withdraw your offer. In exceptional circumstances, we may need to confirm your place by a specific date to hold a dog for you, but we will always explain this to you and work with you to find a solution.

What happens if you don't sign by the Decision Deadline

If we do not receive your signed Agreement by the Decision Deadline, we will contact you to check whether you still wish to proceed. We will not cancel your offer without first giving you the opportunity to explain any delay and to ask for more time.

For the avoidance of doubt:

- You are not obliged to sign before you are ready.
- We will not pressure you to sign.
- If you need more time, just ask.
- The Agreement is the binding document; this proposal is a summary.

You are not alone

We understand that reading a legal document can feel overwhelming. Please remember:

- You are not expected to understand legal terms on your own – we are here to explain them.
- We want you to take your time – there is no pressure to sign quickly.
- We encourage you to ask questions – there are no silly questions.

We have designed both this proposal and the full Agreement to be as clear and accessible as possible. If something is unclear, it is our fault, not yours. Please tell us, and we will explain it.

You are not alone

We understand that reading a legal document can feel overwhelming. Please remember:

- You are not expected to understand legal terms on your own – we are here to explain them.
- We want you to take your time – there is no pressure to sign quickly.
- We encourage you to ask questions – there are no silly questions.

We have designed both this proposal and the full Agreement to be as clear and accessible as possible. If something is unclear, please tell us, and we will explain it.