

Holistic Hounds

Cancellation Policy

1. Introduction

Please contact us if you have any questions or concerns about these policies. It is our goal to protect our mutual interests. Clear policies improve communication and, therefore, promote healthy relationships between us.

2. Cancellations

- 2.1 The Company reserves the right to cancel or reschedule any booked Service or Course.
- 2.2 It is the Clients' responsibility to give advance warning if not able to attend a Service/Course on the specified date(s) and time(s) booked for any reason.
- 2.3 48 hours notice must be given in order to cancel a booked Service. All cancellations must be sent by email to hello@holistichounds.uk
- 2.4 Cancellation fee is applicable when the above clause is not met: 100% the total Service fee (including any travel fee applied).
- 2.5 In any instance where 48 hours notice is not possible, the client must make direct telephone contact by calling 07591 576330.
- 2.6 If the session cancelled is part of a course, that session is then forfeited and cannot be rebooked. An alternative may be offered at your Trainer's discretion.
- 2.7 Cancellation of any course must be done no later than 7 days prior to the course's start date. If a client wishes to withdraw from a course less than a week before the course is due to start, and only the deposit has been paid, the client is expected to pay the remaining balance within 48 hours of receiving the invoice.
- 2.8 All deposits are non-refundable.
- 2.9 Once the course has begun, a refund will not be available unless in extreme circumstances made at the discretion of the Trainer.
- 2.10 If the session cancelled is part of a package, and 48hrs notice has been provided, that session may be rebooked for any date (subject to availability) within the 6 month recommended usage period.
- 2.11 If the session cancelled is part of a package, and 48hrs notice has not been provided, that session is then forfeited and cannot be rebooked. Circumstances may be considered on an individual basis.
- 2.12 Late cancellation or rescheduling (outside of 48hrs notice) of a Dog Training Assessment will result in no further free bookings being offered - standard rate of a one-to-one training session will apply.
- 2.13 The Company may consider true emergencies on an individual basis and reschedule without charge (Proof may be required at the Company's discretion).

3. No Shows

- 3.1 Failure by a Client to attend a booked Dog Training Assessment (free of charge) will result in the Client being charged the cost of a one-to-one training session (£90) for that session. Should the client want to rebook the assessment, they will be charged the cost of a one-to-one session (£90) for the rebooking of that session.
- 3.2 Failure by a Client to attend any booked Service will result in the full service rate being charged.
- 3.3 Bookings for missed group/course sessions cannot be carried over to a later date. Alternative options may be offered at our discretion.

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4. Delayed Start of Session

- 4.1 Late arrival to any session by the Client will not alter the end time of that session. The Trainer or Therapist will continue the appointment for the remaining time of the booked session.
- 4.2 If the Trainer or Therapist is unable to safely complete a booked session due to late Arrival of the Client, an opportunity to book an additional session at full cost will be offered.

This procedure has been updated & authorised by:

Name: Nathan Ledbrook

Position: Director

Date: 24/01/24

Signature: N.Ledbrook