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.

1. **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. Once the course has begun, a refund will not be available unless in extreme circumstances made at the discretion of the Trainer. In the event of a cancellation being made when only the deposit having been paid, the Client will be expected to pay the remaining balance within 48 hours of the invoice being sent following cancellation.

2.8 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.

2.9 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.

2.10 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.

2.11 The Company may consider true emergencies on an individual basis and reschedule

without charge (Proof may be required at the Company's discretion).

1. **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 (£75) for a

rebooked Assessment.

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.

1. **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.

1. **In-House Training**

5.1 If the Client needs to cancel or reschedule an In-House stay the following restrictions apply:

5.1.1 Deposits are non-refundable for any reason.

5.1.2 A minimum of 7 days advance notice to the start date is required to cancel or reschedule. Failure to provide this will result in the forfeit of any original payments or deposit and a new deposit will be required to reschedule.

5.1.3 Notification of cancellation or request to reschedule must be sent by email to

[uk.holistichounds@gmail.com](mailto:uk.holistichounds@gmail.com).

1. **Returns and Refunds for Purchased Products/Merchandise**

7.1 Products must be returned (by post or in person) in good condition and in original packaging within 10 days of purchase to receive a full refund.

7.2 Any products that have been used, display signs of use/excessive wear, are dirty, have

pet hair on them, or other signs of prolonged use are not eligible for a refund.

7.3 Refunds will be issued upon receipt and approval.

7.4 Please contact us directly, and we will assist you with your return or repair if needed:

[uk.holistichounds@gmail.com](mailto:uk.holisitchounds@gmail.com)**.**

**This procedure has been updated & authorised by:**

| **Name:** | Charlotte Ledbrook |
| --- | --- |
| **Position:** | Director |
| **Date:** | 25.05.2023 |
| **Signature:** | C.Ledbrook |