

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 advanced 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 confirmed Service. All cancellations must be sent by email to uk.holistichounds@gmail.com.
- 2.4 The 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 with the trainer or therapist.
- 2.6 Cancellation of any course must be given with at least 14 days notice of the start date of the course - full refund will be issued or credit for use against a future course. Failure to provide 14 days notice will result in forfeit of the original payment in full.
- 2.7 The Company may consider true emergencies on a one-to-one basis and reschedule without charge (Proof may be required at the Company's discretion).
- 2.8 Late cancellation of a Detailed Diagnostic Session will result in no further free bookings being offered.
- 2.9 Rearranging (outside of 48 hours notice) a Detailed Diagnostic Session [no charge] on more than one occurrence will result in no further free bookings being offered.

3. No Shows

- 3.1 Failure by a Client to attend the booked Service will result in the full service rate being charged.
- 3.2 Failure by a Client to attend a Detailed Diagnostic Session [no charge] will result in no further free booking being offered. The full price for a One-to-One Session will apply.
- 1.1. Missed group/course sessions are not able to be recuperated at a later date. However, an abbreviated private lesson may be available at a prorated cost. Please contact us for details and current pricing information.

4. Delay 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.

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5. In-house Training

- 5.1 If the Client needs to change the date of In-House stay the following restrictions apply:
 - 5.1.1 Deposits are non-refundable for any reason.
 - 5.1.2 A minimum of 14 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.

6. Refunds

- 6.1 We do not offer monetary refunds as we 100% stand behind our services.
- 6.2 Alternatively, we provide a Lifetime Guarantee. This means that we will continue to work with owners who are working hard, and following our recommendations, for as long as it takes. In this way, those owners who are truly invested in their dogs' training and well being are assured that they will get everything they need out of our program. Restrictions apply - please contact us for details.
- 6.3 In the event a block booking has been purchased, it is the Clients' responsibility to book any [and all] sessions. Unused block sessions will not be refunded once paid for, but can be transferred to another Service on a unit for unit basis irrespective of price. E.g. a one to one training session could be transferred to a therapy consultation.

7. 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.

This procedure has been updated & authorised by:

Name: Amber Calleran

Position: Director of Therapies and Operations

Date: 15th October 2021

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Signature:

A.Calleran