

Payment and Cancellation Policy

Dogs Matter Ltd.



The 'Payment and Cancellation Policy' applies to all regular training services delivered by Dogs Matter Ltd. such as Classes, Workshops and Private Lessons. Training Camps and other events will be covered by their own individual policies.

Payments:

- Payment in full will usually be requested at the time of booking, unless by prior arrangement. In any case services will need to be paid for in advance of the training beginning.
- Payments will usually be requested via our online booking system or via bank transfer. We will only accept cheque or cash payments in special circumstances and by prior arrangement.

Cancellations:

- In case you wish to cancel your spaces, please contact us via info@dogsmatter.co.uk.
- For any cancellations more than 2 weeks before the private lesson/workshop/first session of a course, a full refund/credit will be given, minus a £10 handling fee.
- For any cancellations within 2 weeks of the private lesson/workshop/first session of a course, a refund of 50% of the paid fee will be given.
- For any cancellation within 48 hours of the private lesson/workshop/first session of a course, no refund will be given.
- You are entitled to sell your space to someone else, if you are unable to attend. It is your responsibility to only pass on your space to someone of a similar level, to make sure their attendance is appropriate (e.g. dogs working in the correct grade for the workshop provided). It is also your responsibility to pass on details of the new attendee to us via info@dogsmatter.co.uk. Failure to do so might result in us being unable to accept the change of attendee.
- If an event does not go ahead or has to be cancelled a full refund/credit will be given.