**Terms and Conditions**

**Bookings, Payments & Cancellations**

1. Payment of fees should be made at the start of the first class attended either by cash or cheque. Failure to make payment within 24 hours of the first class will result in the booking being cancelled.
2. Under the Consumer Rights Act 2015 you may cancel your purchase within a period of 14 working days from the moment you make your booking and set the contract at the home visit. However, there is no right of cancellation where the one to one session or behaviour consultation begins within this 14-day period. If the participant cancels within the allotted timeframe set by the Consumer Rights Act 2015 a £20 administration charge will be deducted from the refund.
3. There will be no right to cancel or receive a refund for any service following the 14 days after making the booking.
4. Requests for a refund and any cancellations, including one-to-one sessions must be made in writing, in compliance with the Consumer Rights Act 2015, and are made at the discretion of Mutts 2 Marvels and any decision is made on a case-by-case basis.
5. Cancellations will be subject to the following fees:
   1. If the participant fails to attend the session, the full course fees are payable and non-refundable after the 14-day booking period.
   2. If the participant misses two sessions and fails to advise Mutts 2 Marvels that they cannot attend, the entire booking may be forfeited.
6. Refunds for one to one home visits cannot be given unless the animal has been re-homed or no longer in the owner’s possession.
7. By enrolling on the session, the client acknowledges that they are aware of our terms and conditions which appear on the website [www.mutts2marvels.co.uk](http://www.mutts2marvels.co.uk)
8. The client acknowledges that to guarantee their place payment must be made in full.
9. The client understands that it is their responsibility to ensure they are present at the correct time and no refund (whole or part class) will be given for late attendance
10. The client agrees and understands that they must not knowingly book a dog that shows aggression without first informing the trainer.
11. Mutts 2 Marvels reserve the right to refuse to train dogs that are shown to be aggressive and the client will not be entitled to a refund although alternative arrangements **may** be available in lieu.
12. Any accidents or issues involving a person or a dog, must be reported immediately to the Mutts 2 Marvels trainer and an incident/accident logged.

**Course Content & Material**

1. Mutts 2 Marvels reserves the right to change the content, timing, dates, venue or instructor. We try to avoid this as much as possible, but sometimes this is unavoidable. We will then reschedule all the bookings to an alternative week. Mutts 2 Marvels will not be liable for any losses or expenses arising from amendments to the course or cancellations but will make every effort to inform clients at the earliest opportunity.
2. Mutts 2 Marvels reserves the right to terminate the contract at any time, before or during its term. if in its sole discretion, it determines that:
   * 1. The client’s animals pose a threat to persons or other dogs.
     2. The owner’s treatment or use of the animal is not in the best interest of the animal’s health and welfare.
     3. The financial situation of the client leaves their account in arrears.
     4. The client, those accompanying the client or client’s representative’s behaviour is deemed unacceptable.

**Data Protection**

1. The information on your booking form will only be used as a record of you and your dog, to enable contact with you about dog training activities and will not be passed on to any third parties.
2. An occasional email/text with news about Mutts 2 Marvels may be sent out, to inform you about future training/activities. If you do not wish to receive this please unsubscribe by sending an email to [drcarolhayes@btinteerrnet.com](mailto:drcarolhayes@btinteerrnet.com)
3. Mutts 2 Marvels acknowledges the clients right to privacy and anonymity and the protection of their data and any information held, such as the client’s address, financial position, banking details and home security details. The client gives Mutts 2 Marvels the right to retain, reproduce and disseminate this information to its legal advisories, accountants and other third parties in conjunction with the running of the business, however, Mutts 2 Marvels agrees not to sell or divulge these details to third party advertisers or database companies. The client understands that their information may be given in part or in whole, to relevant authorities regarding their conduct for example, RSPCA/police/anti-terror officers/courts etc.
4. Mutts 2 Marvels will endeavour to provide the service as described, but within the limitations of acceptable constraints such as working hours, transportation, weather, physical ability and any unexpected situations detrimental to the ability of Mutts 2 Marvels to provide a continuity or level of care conducive with the expectations of the client. The client acknowledges that their expectations may be unmet due to human error, including and not limited to, clerical error, misunderstandings, illness, personal, social and domestic problems, workload etc. The Mutts 2 Marvels trainer will endeavour to run all classes in a safe and professional manner as possible.

Mutts 2 Marvels takes complaints about the training and levels of service very seriously.  If the client is not satisfied, please contact Mutts 2 Marvels on the contact details given on the website, so that we can attempt to resolve the issue.

These are our Standard Terms and Conditions and will be enforced where it is deemed appropriate.

By enrolling with Mutts 2 Marvels you are deemed to have read, understood, accepted the terms and conditions as written on the website [www.mutts2marvels.co.uk](http://www.mutts2marvels.co.uk) . Enrolment on a home visit will imply acceptance of our terms and conditions and forms your contract with Mutts 2 Marvels.