



Cancellation & Refund Policy – External Workshops

– Cumbria Canine Services

Our Refunds and Cancellation policy is as follows:

- **4 weeks' notice or more:** 90% refund, 10% retained for admin fees *
- **7 - 14 days' notice:** 50% refund
- **Failure to notify with less than 7 days:** no refund

If we can resell your space before the course begins, then a 90% refund will be issued.

- Please note that bookings placed on **BookWhen** are a commitment to buy and not to be used to reserve spaces. All bookings must be paid for within 48hrs of booking either via Stripe or invoice via Petsitter.
- Failure to attend the booked class, course, or session, but not yet paid for, will result in a request for full payment, which is within the booking agreement
- There will be no partial refunds for missed classes.
- If more than 4 weeks notice is provided, you can transfer your booking to another available date – where available.
- All other cancellation and refund requests are at the discretion of the tutor and dependent on individual circumstances a *full refund* may be issued.
- In the instance where the booking needs to be cancelled by us, you will have the option of a full refund or transferring to the new date.