**Cancellation & Refund Policy – Cumbria Canine Services**

**Our Refunds and Cancellation policy is as follows:**

* **14 days’ notice or more:** 90% refund, 10% retained for admin fees
* **1 week to 48hrs notice:** 50% refund
* **Failure to notify with less than 48hrs:** no refund

***If we can resell your space within the notice period given, then a full refund will be issued, or transfer of place on the course.***

* 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.
* All other cancellation and refund requests are at the discretion of the tutor and dependent on individual circumstances.