

Bookings, Cancellations, Amendments, Payments and Refunds

(Behaviour and Training Support Plans)

Initial Setup Fee

- An initial setup fee of £265 is charged for all new plans taken up.
- Payment must be made via bank transfer using the details on your invoice.
- If payment is not received within seven days of your invoice, your provisional appointments dates will be cancelled and will have to rebook.
- Initial setup fees are refundable up to 14 days before your Discovery Session appointment.

Monthly Plan Fees

- All plans have a minimum term of three months. Following this you will be put onto a monthly rolling contract, which you may cancel at any point.
- Your plan start date will be 14 days before your discovery session appointment to allow for set up of pet profile and preparation for working with you.
- Payment is required on or before the first day of each month via bank transfer, using the details provided on your invoice.
- Written confirmation of setting up your monthly recurring payment is required to secure your provisional bookings for your Discovery Phase.
- Plans may be paused for up to two months in any six month period and for a minimum of one month at a time.
- You may permanently end your Monthly Plan at any point by giving notice in writing with no further payments due (unless you wish to give notice more than one month in advance).
- Your plan will end on the last day of the billing cycle following your final payment. After this point your space will be made immediately available to new clients.
- If you end your Monthly Plan and then wish to sign up again after more than three months has passed, your dog will need to be reassessed through the Discovery Phase and you will need to pay a new initial setup fee.

Discovery Phase Appointments

- If you are unable to make any of your Discovery Phase appointments, notice must be given in writing at least one working day in advance to reschedule. If required notice is not given, you may be charged to re-book your appointment for another date.
- If I need to cancel your appointment due to unforeseen circumstances (such as illness or adverse weather conditions) you will be notified by me as soon as possible and your appointment rescheduled.

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Charlotte Snape is an accredited PACT-KSA and ABTC registered dog trainer and a candidate member of the Fellowship of Animal Behaviour Clinicians (FABC)



Guidance Sessions included with your Monthly Plan

- Guidance sessions, included as part of your monthly plan, cancelled by you for any reason are non-refundable but may be rescheduled at the time of cancellation for a later date provided at least one working day's notice is given and subject to availability.
- Your Guidance sessions, included as part of your monthly plan, will be held on the same day and time every two to four weeks (depending on your chosen plan). This will be chosen during the sign-up process.
- You may request to change your regular day and time at any point subject to availability.
- In the following circumstances, Guidance Sessions will not be able to go ahead and will be fully refunded by the last day of the month:
 - If I suffer illness
 - Adverse weather conditions affecting travel
 - Emergency disruption (e.g. vehicle breakdown)

Additional Guidance Sessions

- You may request to book additional Guidance Sessions outside your plan at any time (subject to availability). Payment is required at the time of booking.
- Additional Guidance Sessions can be booked up to 14 days in advance.
- Additional Guidance Sessions cancelled may be fully refunded, providing at least one working day notice is given in writing.

