

Terms and Conditions & returns policy

Your rights are protected under the Consumer Contract Regulations 2013 and Consumer Rights Act 2015.

Workshops and Course (Excluding the Practitioner Course):

Consumer Contracts Regulations 2013 & Consumer Rights Act 2015

We abide by the applicable elements of Consumer Contracts Regulations 2013 and the Consumer Rights Act 2015. Accordingly, should you wish to cancel your booking in the next 14 days, no charge will be applied. (You are unable to be refunded after attending the workshop.)

1. Payment terms

Our standard payment terms is that payment in full is taken at booking.

2. Transfers

Should circumstances mean that you need to transfer to another Canine Massage Therapy Centre workshop/Course, the following charges will apply, dependent on notice given:

- First transfer, made more than six weeks prior to the course start date – no charge
- Further Transfers will attract a re-booking fee of £25 where requested more than six weeks prior to the workshop.
- Two to six weeks' notice given – 25% of the course fee
- Less than two weeks' notice given – 50% of the course fee.

All transfers must be taken within a period of twelve months from the original course date.

3. Cancellations

Should circumstances mean that you have to cancel your workshop and are unable to transfer your booking to another date at the time of cancellation, the following charges will apply:

- More than six weeks prior to the workshop date – no charge
- Two to six weeks prior to the course – 50% of the course fee
- Less than two weeks prior to the course – full fee.

NB Cancellation must be made in writing/email and received by CMTC by the due date.

4. Non-attendance

If you do not attend a course/workshop, and you have not previously informed us, the full course fee remains payable.

5. Unforeseen circumstances

On occasion, unforeseen circumstances may require us to cancel a workshop. In such circumstances you will be given as much notice as possible and either a free transfer to another course date or a full refund of fees paid.

6. Scope of Workshop

Completion of the one day workshops does not qualify you to work as a Canine Massage therapist. If you wish to become a Practitioner, you are advised to look at the Practitioner Training Programme which is a 2 year course run by CMTC and accredited by Lantra. Practitioners abide by the Veterinary Act 1966 and Exemptions Order 1962.

7. VAT

All course fees are subject to the current rate of VAT.

8. Guidelines for attendees

Attendees are responsible for providing a canine partner on the day

It is your responsibility to ensure that you and your dog, are free from any condition which would affect either of your capabilities to undertake the workshop. Furthermore there should be no underlying medical condition affecting your dog that may trigger an adverse reaction by applying the massage techniques that you will be taught or that may be passed to any other attendees. (See also Safety)

You may be required to work on the floor or from a table depending on the size of your dog. If this is a problem, we need to know so that we can make sure we can offer appropriate assistance.

We welcome attendees with disabilities but it remains your responsibility to ensure that you notify us of any additional needs you may have in advance. Should you need additional assistance requiring you to bring a friend to help you, we ask that you discuss this with CMTC in advance.

There is limited room at the workshops and therefore we cannot accommodate additional spectators. There are however a number of local attractions they may like to explore should you need someone to bring you to the workshop.

Food is not available at the workshop other than tea/coffee. You are therefore advised to bring your own lunch.

10. Safety:

CMTC reserves the right to refuse the workshop if the dog becomes unruly, unmanageable or aggressive to dogs or people. The same applies to their human!

The customer is responsible for their dog for the day and understands that the dog is not allowed to wander around the hall and must be kept on a lead/harness. We want everyone to enjoy the course and cannot allow behaviour which restrict others enjoyment and ability to learn from their day.

The customer will provide CMTC with any information that may be pertinent about the dog eg: Behavioural Characteristics, any issues with other dogs, being handled, touched etc... Provided that you are responsible for, and the dog is not a problem to those around you, we will work with you to provide you with a suitable environment in which to enjoy the course.

The customer undertakes the course at their own risk.

Your dog is vulnerable and AT RISK if left in a vehicle in high temperatures and even on days considered as slightly warm. Please take care of your dog. If your dog is found to be at risk forcible entry to your vehicle may be necessary without liability for any damage caused.

Clinical Canine Massage Practitioner Programme

If you decide that you want to learn more and train as a Canine Masseur then the Practitioner course is for you. We strongly advise that you attend a one day workshop and be honest with yourself about the commitment and your fitness to complete the 2 year course before you enrol.

However, in the event that you decide that the Course is not for you after you have enrolled and paid you should contact us within 14 calendar days to cancel in accordance with your contract terms and conditions. **After 14 calendar days have expired no refunds will be given on the Practitioner Programme and should you decide not to complete the course, payment in full is required immediately even if you had opted to pay by instalments. We are unable to transfer you to another year if you fail to keep up with the work/standards required.**

All payment options and full terms and conditions are explained in your enrolment pack.

What do you do with my information?

We will only contact you with details of special offers etc. if you have requested such information during the checkout process or on signing up for newsletters and updates. If you wish to be removed from a list to which you have subscribed, then you can do so by sending us an email using the details on the contact us page providing your name and email address and indicating that you wish to cease receiving such e-mail.

Your details **will not** be passed on to a third party.

Need advice?

Phone 0844 809 4495

email jenny@k9-massage.co.uk

We will always be happy to help!