



## Terms and Conditions

### Booking Arrangements

Initial bookings should be made by completion of the applicable registration form. This may be submitted by post, fax, e-mail or by hand as per the contact details below.

### Payment

Payment for group bookings is on receipt of the final invoice. Terms are strictly within 30 days from dispatch date of the invoice. **Individual students should pay in full when booking.** This acts as confirmation of the booking. A confirmation letter giving all necessary details and receipt will be sent by return once payment is received.

### Cancellation

Courses cancelled, in writing, by the client/student become liable for the following charges:

- 21 days or more notice. Full refund applicable.
- 14 days or more notice. 25% of total cost
- 7 days or more notice. 50% of total cost
- Less than 7 days notice. 75% of total cost
- Less than 36 hours notice. Full amount payable

These refunds do not apply to 'open courses'.

### Candidate Substitution

Clients may substitute candidates for the course no less than 24 hours prior to the course commencing.

### Appeals

Should any candidate or company wish to raise any grievance or query with regards to any course undertaken for whatever reason, then they must do so in writing within 14 days of the course end or examination date. Any correspondence may be directed to either the Course Trainer or the Managing Director.

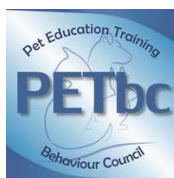
Should any candidate have any concerns in the duration of the course then they must raise these in confidence with the course trainer/instructor.



The Canine Institute of  
Dog Behaviour & Training



Behaviour Association



Guild of Dog Trainers