



### Workshops

We abide by the applicable elements of Consumer Contracts Regulations 2013 and the Consumer Rights Act 2015. Accordingly, should you wish to cancel your reservation within 14 days of booking, 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 Great & Small Canine Massage workshop the following charges will apply, dependent on notice given:

- First transfer, made more than six weeks prior to the workshop 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 workshop fee
- Less than two weeks' notice given – 50% of the workshop fee.

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

We will do everything possible to offer you an alternative workshop should you need to postpone however please be aware that should you be offered 3 reasonable alternatives, which you decline, then we have the right to withdraw further opportunities.

#### 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 workshop – 50% of the workshop fee
- Less than two weeks prior to the workshop – full fee.

NB Cancellation must be made in writing/email and received by Great & Small Canine Massage by the due date.

#### 4. Non-attendance

If you do not attend a workshop/workshop, and you have not previously informed us, the full workshop 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 workshop date or a full refund of fees paid.



### 6. Scope of Workshop

Completion of the one day workshop **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 Canine Massage Practitioner Training Programme which is a 2 year workshop run by the Canine Massage Therapy Centre and accredited by Lantra. Practitioners abide by the Veterinary Act 1966 and Exemptions Order 2015.

### 7. VAT

All workshop fees are currently free of VAT.

### 8. Guidelines for attendees

- Attendees are responsible for providing their own dog 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 will 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 Great & Small Canine Massage 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. Beaulieu is a short drive away, as is Lyminster and off the workshop venue we have the beautiful New Forest to explore.
- Please bring your own lunch / snacks. There is no local shop to purchase any refreshments.

### 10. Safety

Great and Small Canine Massage reserves the right to refuse the workshop if your dog becomes unruly, unmanageable or aggressive to dogs or people. The same applies to their human!

## Workshop Terms and Conditions



You are responsible for your dog for the day and it is not allowed to wander loose around the hall and must be kept on a lead/harness. We want everyone to enjoy the workshop and cannot allow behaviour which restrict others enjoyment and ability to learn from their day.

You will provide Great & Small Canine Massage with any information that may be pertinent about the dog, eg: behavioural characteristics, any issues with other dogs, being handled, touched etc... , 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 workshop.

The customer undertakes the workshop 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. There is limited shade at the venue. 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.

We appreciate that you may have multiple dogs and need to bring these with you. They are welcome in the hall as long as they are kept in control and do not cause an issue with other dogs / attendees. Please notify me in advance if this is a requirement.

### **11. 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 **never** be passed on to a third party unless there is a safety concern.

Any other questions

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