

Cancellation Policy

Rooted Dog Training

Last updated: 01/01/26



1. Company Rights

1.1 Rooted Dog Training reserves the right to cancel or reschedule any booked service, session, or course where necessary.

1.2 In the event that Rooted Dog Training needs to cancel a session, clients will be offered an alternative date or a refund where applicable.

2. Client Responsibility

2.1 It is the client's responsibility to provide advance notice if they are unable to attend a booked service, session, or course for any reason.

2.2 All cancellations or rescheduling requests must be made with a **minimum of 48 hours' notice** prior to the scheduled start time.

3. Method of Cancellation

3.1 Cancellations should be made via the agreed communication method (email, message, or booking system).

3.2 Where 48 hours' notice is not possible due to unforeseen circumstances, clients should make contact as soon as reasonably possible.

4. Late Cancellations

4.1 If less than 48 hours' notice is given, a **late cancellation fee of £75** will apply.

4.2 This fee applies to:

- One-to-one training sessions
- Behaviour consultations
- Home visits
- Assessments

- Any private or personalised service

4.3 The late cancellation fee may be deducted from prepaid sessions, charged to the payment method on file, or invoiced.

5. Group Classes

5.1 **Group classes are exempt from cancellation charges.**

5.2 Clients will not be charged for cancelling or missing a group class, regardless of notice given, but it may affect you being able to access future services.

5.3 Missed group classes are non-refundable and cannot be transferred unless otherwise stated.

6. Courses

6.1 If a cancelled session forms part of a course, that session is **forfeited and cannot be rebooked**, unless an alternative is offered at the Trainer's discretion.

6.2 Cancellation of an entire course must be made no later than **7 days prior to the course start date**.

6.3 Deposits for courses are **non-refundable**.

6.4 Once a course has begun, refunds will not be issued except in exceptional circumstances and at the discretion of Rooted Dog Training.

7. Packages

7.1 If a session cancelled forms part of a package and **48 hours' notice has been given**, the session may be rebooked (subject to availability) 7.2 If less than 48 hours' notice is given, the session is **forfeited and cannot be rebooked**.

7.3 Exceptional circumstances may be considered on a case-by-case basis.

8. No-Shows

8.1 Failure to attend a booked service without notice ("no-show") will result in the **£75 late notice fee** being charged.

8.2 Rebooking after a no-show may require full payment in advance.

9. Late Arrival

9.1 Late arrival by the client will not extend the scheduled end time of the session.

9.2 If a session cannot be safely or effectively completed due to late arrival, the session may be forfeited and charged in full.

10. Emergencies

10.1 Genuine emergencies may be considered on an individual basis.

10.2 Rooted Dog Training reserves the right to request reasonable proof where appropriate.

10.3 Waiving of fees remains entirely at the discretion of Rooted Dog Training.

11. Policy Acceptance

11.1 By booking a service with Rooted Dog Training, clients confirm they have read, understood, and agreed to this Cancellation Policy.