



TERMS AND CONDITIONS

Cancellation Policy.

A Customer may cancel a Course Booking and receive a full refund by written notice to Happy Dogs, at least 14 days prior to the Training Start Date. If a Course is cancelled by a Customer less than 14 days prior to the Training Start Date, or if a Registrant fails to attend all or any part of a Training Session, the full Course Fee for the Training Session remains payable and no refund shall be given.

Cancellation by Company

Happy Dogs reserves the right to cancel a Training Session for any reason upon provision of a minimum forty eight (48) hours written notice to the Customer. Happy Dogs shall use reasonable endeavours to reschedule the Training Session to a mutually acceptable date. In the event an alternative date is not available within three (3) months of the date of the cancelled Training Session, Happy Dogs shall refund the value of any Course Fee received. Does not apply to Covid-19 cancellations [see below].

Intellectual Property Rights

All copyright, design rights and other intellectual property rights used, created or embodied in or arising out of or in connection with the Training Session, including the Training Session Materials remain the sole property of Happy Dogs and the Customer shall not and shall procure that the Registrant shall not dispute the ownership of such rights.

Any materials and information (in whatever form and including the Training Session Materials) provided by Happy Dogs in connection with the Training Session shall not be copied, distributed or made available in whole or in part to third parties or re-used and shall be used only to enable the Registrant to properly participate in the Training Session. Subject to the aforementioned, Registrants are entitled to keep, for their own use only, any Training Session Materials provided to them.

The Customer must procure however, that any other materials, in whatever format, issued to the Registrant are returned to Happy Dogs on the earlier of the completion of the Training Session or when requested by Happy Dogs. The Customer shall not and will procure that the Registrant shall not copy or otherwise reproduce in any form, any Training Session Materials or other materials provided by Happy Dogs without Happy Dogs' prior written consent.

Safety

During the Training Session, the Customer shall procure that the Registrant complies at all times with the directions given during the Training Session together with Happy Dogs health and safety policies posted around the premises where the Training Session takes place. Any equipment and/or protective clothing which the Registrant is required to bring to the Training Session will be specified in the Joining Instructions and the Customer will provide this and ensure that it is fit for its required purpose.

Happy Dogs reserves the right to postpone or suspend a Training Session at any time if it considers there to be any risk to the health or safety of any person/animal or risk of loss or damage to any plant, machinery, equipment or material. In such circumstances, Happy Dogs will seek to reschedule the Training Session to another date. Happy Dogs shall be entitled, in its sole discretion, if it deems it necessary in the interests of safety (whether to protect personnel, property or otherwise):

- (a) require a Registrant to leave a Training Session;
- (b) to refuse a Registrant entry to a Training Session. Happy Dogs shall have no liability to the Customer or Registrant for any action it may take in accordance with this Clause. Training Sessions are conducted in English and Registrants must be able to read and understand English. Happy Dogs reserves the right to refuse a Registrant admission to a Training Session if a Registrant cannot speak and understand English to the standard required by Happy Dogs.

Warranty

Happy Dogs warrants that it shall carry out its obligations under the Contract with the due care and the skills to be expected of a reputable training provider.

Cancellation fees and standard booking terms & conditions apply.

- A deposit per booking applies (non-refundable & non-transferable).
- The deposit must be paid at time of booking, remaining course fee is payable on the start date of the course.
- Lessons are not transferrable between other courses.
- All bookings are subject to availability.
- See above under 'cancellation policy' for liabilities.

Covid-19

Government guidelines are subject to change, if for any reason we are required to implement any of these changes we will do so. If required, class's part way through will be put on 'pause' and resume when able. Unfortunately refunds in part or full will not be given during any 'paused' course. If you or a member of immediate household are contacted by the Track & Trace Team and advised to isolate, immediate notification/proof to Happy Dogs is required, remaining lessons will be forwarded to the next available course, no refunds issued.