

Canine Hoopers UK Course Booking Terms

Individuals booking any Canine Hoopers UK (from here on referred to as CHUK) training programmes are requested to pay the full course fee to secure their place no less than 28 days prior to the date of the training. Candidates will not be permitted to attend where the course fee has not been paid.

Cancellations by the Delegate / Refunds

Notice given by delegate (prior to course date)	Applicable fee / procedure
More than one calendar month	Delegates may transfer free of charge to any other equivalent price or cheaper course (balance to pay for more expensive course). For cancellations, an administration fee of £35 per delegate will be charged.
Between one calendar month and two weeks	Delegates may transfer free of charge to any other equivalent price or cheaper course (balance to pay for more expensive course). For cancellations, an administration fee of £65 per delegate will be charged.
Between one week and two weeks	Delegates can transfer to any another course for £35 per delegate, plus any difference in course fees where the new course is more expensive. No refund is payable for cancellation or transfer to a less expensive course.
Between one week and 24 hours	Delegates are entitled to receive a 50% discount on any other training course held within six calendar months from the date of the cancelled course. The new course must be booked within one calendar month of cancellation. No refund is payable.
Between 24 hours and start time of course	No refund. No discounts. No transfers permitted.

Where a delegate transfers his/her booking to another course, the delegate will not be entitled to any refund where he/she cancels attendance at that other course. Only one transfer is permitted per course per delegate – the fee will be charged as above.

Alterations / Cancellations of Courses by CHUK

It may be necessary for CHUK to change the content and timing of a course, the trainer, the date or the venue. In the unlikely event of the course being cancelled by CHUK, a full refund will be made, save for any unrecoverable costs, only if the course is not able to be held within 45 days of the original date in the same geographical area, unless the delegate transfers his or her booking to an alternative date/city for the course. For all bookings, the liability of CHUK shall be limited to the amount of the fee actually paid to CHUK by the delegate. For this reason delegates are encouraged to not to book travel or accommodation more than two weeks prior to any course date.

Modifications/Allowances

If you require any reasonable modifications or allowances to be made outside of the standard course content or venue facilities please contact CHUK directly to discuss your individual requirements at info@caninehoopersuk.co.uk

Registration Information

Registration information, including directions to the venue and timings, will be sent to the delegate by the host directly, CHUK will not be responsible for the non arrival of registration information. Any delegate not receiving the registration information by 7 days prior to the event should contact their host.

Late Payment

CHUK reserves the right to charge late payment interest on any outstanding invoice at the rate of 5% above the base rate of Nationwide Building Society.