

PAWSITIVELY PURRFECT PET SERVICES & TRAINING ACADEMY

Terms and Conditions

Pawsitively Purrfect Pet Services & Training Academy terms, conditions and important information about our courses

1. A non-refundable deposit of is required to secure your agreed training dates. Depending on course cost and duration, the total may be payable upon booking. If not, the remainder of the course balance is due on/before the dates as set out in the contract. All payments are to be made via bank transfer.
2. We suggest you wear casual clothing that you don't mind getting dirty, along with comfortable footwear during your training. We have secure areas where you can store personal belongings. Pawsitively Purrfect Pet Services accepts no liability for loss or damage to clothing or personal possessions.
3. You will be given a health and safety talk on your first day. It is your responsibility to make us aware of any disabilities or notable attributes before you attend your course so that we can ensure we meet our health and safety requirements at all times. Failure to do so exempts Pawsitively Purrfect Pet Services & Training Academy from any or all liability.
4. Your tutor will provide verbal and written instruction throughout your course which you must follow at all times to maintain our health and safety policy.
5. We welcome students to visit us prior to attending any course. We want you to be happy in your training provider choice and we feel confident that you will love our grooming school.
6. COVID – there are no current restrictions in place however we understand and accept that a student may wish to bring their own PPE.
7. Training hours are from 9am to 5pm daily, Monday to Friday. These may be flexible to meet individual students needs. If you complete your groom(s) ahead of schedule, you can choose to finish training for the day or complete your course work in the school environment. However, you must complete the correct number of learning hours each day if you are completing the qualification course.
8. You will have a lunch break every day. A kettle, microwave, fridge and toaster are available in our kitchen area and we recommend you bring a packed lunch. Please help yourself to tea/coffee/water during your training.
9. You will be provided with the grooming resources needed and all the information you need will be provided via paper and online portfolio.
10. You will need to take pictures of your grooms before and after as evidence for your portfolio if you are completing the Level 3 Qualification course. Please bring a camera or smartphone along with you. Before and after shots will help jog your memory when you have finished your course. We ask that you limit your photographs to your own work and not that of other peoples, other pets or the salon. These images must only be used for your portfolio and not shared for personal or professional use such as social media platforms, websites etc. This is for security and GDPR purposes.
11. All models are booked in advance of your course to ensure you get the best possible selection of breeds and styles for you to groom. Should a pre-booked model fail to arrive on the day due to circumstances beyond our control, we will endeavour to replace it immediately with another model from our database. If unsuccessful you may need to share a model with another student or may need to attend on an additional day of which there would be no additional cost. Although a rare occurrence we ask for your patience and understanding should this situation occur.
12. You agree to comply with all Pawsitively Purrfect Pet Services & Training Academy General Customer Grooming Terms and Conditions and understand our commitments to owners, our staff and our students.
13. Our cancellation policy is outlined below.

- All requests for cancellations and/or date transfers must be received in writing.
- Course dates are transferrable with prior agreement, but they must be requested and received 4 weeks in advance of the initial start date.
- Training days are non-transferable once your course dates have commenced and you will forfeit any training days you are unable to attend for any reason including sickness or a change in circumstance. You cannot get a refund for cancelled, unused dates once a course has begun. We stress that in order to complete a specific qualification or accreditation, you must undertake the appropriate number of training hours/days required in order to pass. Therefore, days which are missed for any reason will have to be made up if you still wish to gain the qualification or accreditation. Any training days missed can be re-booked at a discounted rate of £100 per day in order to successfully complete your course however individual circumstances will be taken into account and this charge may be waived.
- Courses must be completed within a 12-month period and any unused training days will be forfeited outside of this time.
- The appropriate cancellation charge will apply based on the cost of your booking, as shown below.

Calendar days' notice before the start date of the course	Refund applicable
29 calendar days or more	Full refund minus deposit and a £129.50 + VAT administration fee
Between 15 and 28 calendar days (inclusive)	50% refund minus deposit and a £129.50 + VAT administration fee
Between 1 and 14 calendar days (inclusive)	No refund will be given
Failure to attend	Treated as late cancellation and no refund given

14. Any damage or defacement of equipment should be reported immediately to the Grooming Tutor. Where damage has been caused via misuse or where damage remains unreported liability for the cost of repair will reside with you.
15. During your training course, we may publish updates on your progress via social media websites. However, if you would rather we didn't name you/use your picture please tell your tutor prior to starting the course to avoid any mistakes. We do have a private 'iPET Network Student Group' group on Facebook. Please feel free to request to join. This is a friendly chatroom just for our current and past students to share ideas and support each other.
16. If you are completing a course of 10+ days, we recommend you buy the 'Student Equipment Starter Kit'. Your tools will become your best friend and it's important that you start your new career using tools you can practise with at home and you can call your own. We have negotiated with our suppliers a fantastic, cost effective student package (see appendix 1 on page 8). By purchasing this equipment, you will achieve the best experience throughout your training. Once your contract has been received your starter kit will be ordered and payment of the starter kit is required at the same time as your final course payment (3 weeks prior to your start date). A starter pack is a compulsory purchase for courses of 20 days or longer.
17. Your own pet can be used as a grooming model for you to learn on (especially for the groom your own pet courses) but we request that you arrange this in advance of your course with your tutor.
18. Please note the whole of the Pawsitively Purrfect Pet Services & Grooming Academy site is a non-smoking / non-vaping area. However, if you wish to have cigarette breaks please discuss this with your tutor who will advise of permitted areas.

19. If you are completing the Fast-Track course option, all of the notes still apply but we will arrange to either visit your salon or have you come to the school solely for your assessments.
20. If a commute to the school is not for you, you may want to follow in other student's footsteps and turn your learning into a vacation. We have a special arrangement with a local Inn for B&B with easy links to the school, further details can be sent on request.
21. We rely on your feedback throughout the course and ask that you inform us as soon as possible if we can make your experience better in any way. We pride ourselves on having a friendly and professional team who can assist you with most requests.
22. On completion of your course we will again ask for feedback via a questionnaire. Your views and reviews are important to us as they help other students decide on the course for them. You can leave us a review on Facebook or Google and we really appreciate them. The only thing we ask is that if you are dissatisfied in any way, you will provide us with the opportunity to discuss improvements prior to publishing your comments so we can address them immediately.
23. If you are completing the Level 3 Diploma in Dog or Cat Grooming and Salon Management Qualification Course, the qualification is a pass or fail and therefore it is important that all the requirements of the course are completed thoroughly with respect to the number of learning hours and days completed. The successful completion on the assignments and the grooming assessments are completed with no major faults or issues. Your tutor will provide regular feedback on your progress and document your learner journey in order for you to successfully complete the qualification. Should you not be able to demonstrate the skills required to meet the requirements of the qualification, health and safety, animal welfare and / or complete the assessments then you may be required to train for additional days. Should the pass requirements be out of reach for any reason and you are unable to complete the qualification, will receive an 'In House' certificate. Once you have completed the course it may take up to 4-6 weeks for your Tutor to provide feedback and up to 3 months to receive your certificate due to verification and quality assurance processes.
24. Pawsitively Purrfect Pet Services & Training Academy operates an Equality and Diversity policy which ensures students, our staff and the general public are not discriminated against for their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex (gender) and sexual orientation.
25. GDPR and Digital Consent - You agree that by completing the qualification, course or assessment, you may need to be videoed and agree to be videoed and photographed and the evidence will be used as part of the qualification and stored for a minimum of 3 years. The storage of evidence complies with our Terms and Conditions of service including the Privacy Policy.
26. Ask lots of questions have lots of fun and leave us with amazing ability and confidence in your new skills!

PRIVACY POLICY

Pawsitively Purrfect Pet Services & Training Academy is committed to keeping your data safe and will never give your data to any third party. Your data will be stored electronically on our password protected systems and hard copies containing data such as Enrolment Forms or signed Terms and Conditions will be transferred into these systems before being shredded.

After a 3 year period of inactivity, all of your data will be destroyed and no longer held with the company. You can also request that this be done at any time. Please send a 'request to be forgotten' to The Manager, in writing to the email address christina@pawsitivelypurrfectps.co.uk

We ask for express consent to send any marketing information to you on your enrolment form. If you do not give consent, we will not use your data for the purposes of marketing. However, your data is used for essential parts of our services and contact regarding your pet's care or your account without permission. These actions comply with GDPR legislation. No additional data will be stored other than that you give to us via an Enrolment Form, to a member of staff on the phone/in person or that you upload to your client account on our software.

Should a Data Breach be discovered, our staff will work to notify you within 24 hours of the breach occurring. We will then keep you updated on our progress in rectifying the breach.

CUSTOMER SATISFACTION POLICY

It is important to us at Pawsitively Purrfect Pet Services & Training Academy that all people and pets using our services are happy! However, we recognise that sometimes, for different reasons, we may not meet customer expectation and a complaint is made. We will try to address and resolve any verbal complaints immediately, however, if this is not possible a member of our team will complete our form and forward the complaint to a Manager who will address within 48 hours. Communication will usually be in person or via telephone at this stage. However, should the complaint be of a serious nature, we request that it is put in writing and emailed to christina@pawsitivelypurrfectps.co.uk within 14 days.

Special Conditions around COVID-19

1. We will adhere to any restrictions and advice given by the Government regarding COVID.
2. On arrival all students must follow any hygiene procedures put in place to minimise cross contamination.