

K9 CONDITIONING RESCHEDULING AND CANCELLATION POLICY

Deposits and/or payments are non-refundable; however deposits may be used as a future credit under certain circumstances. Please contact us if you have any questions or concerns about these policies. It is our goal to protect our mutual interests. Clear policies improve communication, and therefore promote healthy relationships between us. Below are the specific guidelines regarding our Board and Train program.

BOARD AND TRAIN

If you cancel or need to change the date of your Board and Train the following restrictions apply:

- Deposits are **non-refundable** for any reason
- If rescheduling or canceling greater than 14 days prior to start date, original payments may be used as a credit for a rescheduled appointment or another service option; however, a new deposit is also required to reschedule. (i.e. If both deposit amounts are \$150.00 this will result in a credit balance of \$300.00 that will be applied upon completion of the program)
- If rescheduling or canceling less than 14 days prior to start date, original deposit is forfeited and a **new deposit is required to reschedule.**

REFUNDS FOR SERVICES

We do not offer a monetary refund. Instead we stand 100% behind our training. What do we mean by this?

Our dog boarding and training programs form a partnership between our clients, their dog, and our team. The success of our program depends on us performing our job correctly, and also on the owner following up on the homework and strategies that we lay out for them as a road map for future progress.

Instead of offering a monetary refund we offer a lifetime guarantee. This means that we will continue to work with owners who are working hard, and following our recommendations for as long as it takes. In this way, those owners who are truly invested in their dog's training and well being are assured that they will get everything they need out of our program. We appreciate your understanding and willingness to adhere to these policies