

# Dog Training Payment and Cancellation Policy



Life happens. People get sick, dogs get sick, I get sick, you get called into a work meeting unexpectedly. I understand, and for that reason I have been very liberal when it comes cancellations. In fact, I've never had a formal cancellation policy. But after a rash of cancellations in 2018, I was forced to rethink this and subsequently change that policy.

My availability fills up quickly - currently there is 3-4 week wait for training packages for adults and puppies. Because Behavior Modification cases vary in severity and are individualized, it's not fair to people and their dogs (who are often in crisis and/or in desperate need of a consultation) to allow for last minute cancellations. Many people need immediate intervention and/or training, to have to wait (sometimes for weeks) feels like an eternity and may be the difference between a dog staying in their home vs being euthanized. Therefore last-minute cancellations (barring emergencies) will not be accepted without penalty of session forfeiture.

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## Payment:

Payment is expected 48 prior to first training session or consultation.

Methods of payment accepted are Venmo and Personal Check\*

\*Personal checks must clear prior to first session

If payment hasn't been received, appointment is considered void and time slot will be given to the next person waiting.

## Cancellation Policy:

It is the client's responsibility to contact Zippity Do Dog Training and Behavior Modification in the event that a training session will need to be rescheduled, under the following cancellation terms:

- Cancellations received 48 hours prior to scheduled appointment will be accepted without penalty.
- Cancellations received less than 48 hours prior to scheduled appointment will be forfeited.
- Emergency cancellations are accepted on a case by case basis.
- Subsequent cancellations received less than 24 hours prior to scheduled appointment will result in the forfeiture of that session, with no refund.

I reserve the right to, and allow clients to, cancel a training session due to inclement weather, this is never subject to penalty.

## Inclement weather is defined as:

- Hard Driving Rain and T-storms (if working outside)
- Snow/Sleet or threat of either (Travel)
- Extreme Cold and Extreme Heat (if working outside)