



Pawsitive Ways Dog Training Refund and Service Policies

Please read this document carefully before registering.

By confirming your registration with payment you are agreeing to these policies and terms.

Confirmation: All private and day training packages, must be confirmed by payment. If your payment does not arrive by the agreed date and time and other arrangements have not been made with the owner/head trainer, your reservation is immediately cancelled. Once your reservation is confirmed by payment the refund policies apply. At that point you own only the dates, times, and services you have paid for. Note: Confirmed registrations and/or payments are non-transferable.

NSF Cheques: You will be held legally responsible for all NSF cheques and the applicable charges. A service charge of \$45 will be charged on all NSF cheques. We reserve the right to certify any and all cheques at your bank before processing. All non-payments will be sent to collections after 90 days unless other arrangements have been made.

Emergency Cancellation By Client: If cancellation is due to a serious emergency, serious illness or death, other arrangements may be made, replacement sessions may be offered or a refund may be given at Pawsitive Ways Dog Training's discretion. Proof in the form of legal documentation such as a doctor's note, death certificate, police report, etc. is required. These documents will be checked for authenticity.

Emergency Cancellation By Pawsitive Ways Dog Training: If cancellation is due to an uncontrollable event such as but not limited to; weather closures, facility and/or vehicle malfunctions, instructor illness, etc., a no refund policy applies, however, other arrangements will be made as needed for replacement sessions.

Refunds and Cancellations:

- 1. Booked training sessions are specific time slots held for you and therefore we have a no refund policy in place.**
- 2. If you need to cancel or reschedule an initial private consultation or a single private training session, we appreciate 48 hrs. notice so we can book another client who may be on the waitlist.**
- 3. All packages expire 120 days after the purchase date, and any unused sessions will be forfeited.**



Discharge of Clients:

Because we take great pride in our clients both human and canine, we hand select our clients. We reserve the right to discharge any client without refund at our discretion for the following reasons:

- **The client is disrespectful to our staff, clients or their own family members or guests.**
- **The client is disrespectful or inhumane to their dog or other client's dogs.**
- **The client does not follow instructions.**
- **The client uses physical force and/or physical punishment with any animal or person.**
- **The client uses physical force or punishment, choke chains, pinch collars or any form of shock equipment in private or public.**
- **If the trainer feels a client's dog presents a risk to other dogs or people.**

Please discuss any aggression or behaviour concerns with your trainer before registering for any type of training. (Programs are available to help you solve aggression problems in a safe and controlled environment.)

I acknowledge that I fully understand and agree to the terms provided on this document and by confirming my reservation that I am doing so, voluntarily and unconditionally.