



Balanced Paws
Dog training & behaviour consultancy

POLICY: BOOKINGS, CANCELLATIONS, RESCHEDULES, PAYMENT & REFUND

BOOKINGS

- 1 Contact me via email or phone to book an appointment
- 2 If your dog has special dietary requirements please have their favourite treats (cut into small pieces) available.
- 3 Your dog should be wearing a flat collar or harness. No choker chains please.
- 4 Please be ready on time. I have other clients to see after you and cannot run late. If you are late, your session will end at the allocated time.
- 5 **NO SHOWS** - If you do not turn up for your session and do not give the required notice (see below for info on required notice) the full fee will be charged.

CANCELLATIONS and RESCHEDULES

- **WEEKDAY SESSIONS** - If you are cancelling or need to reschedule a weekday session we require at least 24hr notice. If you cancel or reschedule without giving us 24hrs notice the full fee will be charged.
- **WEEKEND SESSIONS** - If you are cancelling or need to reschedule a weekend session we require 48hrs notice. If you cancel without giving us 48hrs notice the full fee will be charged.
- **RESCHEDULES** - If you need to reschedule please note that we book out at least 4 weeks in advance (sometimes longer) and may not be able to get you in until then. If we need to reschedule due to weather you will be offered a Friday time slot within a week or two of your original time, if this is not suitable you may have to wait until a day/time is available that suits you.

PAYMENT

- All sessions (Packages & Behavioural Consults) must be paid on the day by cash or bank transfer. If paying by bank transfer, details will be sent to you prior to your scheduled session so you can ensure payment is made on the day.

REFUND

- If you have paid for your session prior to the scheduled date and need to cancel your session without rescheduling we will transfer a refund into your account, providing you have given us 24hrs notice for a weekday session or 48hr notice for a weekend session.
- If you've booked a package and decide after the first session you do not want to continue, you will be charged \$120 for the initial session and the remaining money will be refunded to you.