

## **Ocean Paws Dog Training Payments, Cancellations and Reschedules Policy**

### **Payments**

#### **Baby Puppy and Senior Puppy Classes:**

Full payment is required upon registering for our classes. You will be given the option to pay via credit or debit card using our secure online payment system at time of registration. Confirmation of your booking will be sent once payment has been made.

#### **Behaviour Consults and Training Packages:**

A 50% deposit of the total fee will be required upon booking your Behaviour Consult or Training package. Payment can be made via credit or debit card using our secure online payment system, or you have the option to pay via direct deposit. Ocean Paws Dog Training will walk you through the options when upon booking your training package. Confirmation of your booking will be sent once payment has been made.

#### **Payment of the remaining balance:**

For Behaviour Consults – The remaining balance will be due on the day of service and can be paid via credit card or cash.

For Training Packages – The remaining balance will be due on the first consult day and can be paid via credit card or cash, or direct deposit.

### **Cancellations**

#### **We require a minimum of 48 hours to cancel your bookings:**

All requests for cancellations for either our Classes, Behaviour Consults or Training Packages, must be received with a minimum of 48 hours' notice before the class or consult start time, for a full refund to be applied.

If your cancellation request is received with a minimum of 48 hours' notice a full refund will be applied, using the same payment method that you used to secure your booking. Your request will be processed within two days of receiving your request.

#### **Cancellations received within 48 hours:**

Baby Puppy and Senior Puppy Classes – If you cancel your booking to attend our puppy classes within 48 hours' notice of the class start time, the full course fee will be charged.

Behaviour Consults and Training Packages - If you cancel your booking for a Behaviour Consult or Training package within 48 hours' notice of the consult start time, the 50% deposit paid to secure your booking will be charged.

## **Reschedules**

### **For all reschedule request please note:**

We are normally booked out four to five weeks in advance, which means we may not be able to reschedule you within this timeframe. If we are unable to reschedule you within a four-to-five-week period, we will add you to a cancellation list so where possible we can see you sooner.

### **We require a minimum of 48 hours to reschedule your consult:**

All requests to reschedule Behaviour Consults or Training Packages for specific days you have booked, must be received with a minimum of 48 hours' notice before the consult start time.

### **Reschedule Requests received within 48 hours:**

Behaviour Consults - If your request to reschedule a Behaviour Consult is received within 48 hours' notice of the consult start time, your 50% deposit to confirm your booking will be charged and you will need to pay an additional 50% deposit to confirm your new consult time.

Training Packages - If your request to reschedule a Training Consult is received within 48 hours' notice of the training consult start time, the full fee for that day will be charged at a rate of \$85.00. If you still wish to reschedule that date an additional fee of \$85.00 will be charged to cover the new consult time and the fee will be due in advance of the consult date.