

Elite K9 Cardio — Refund & Cancellation Policy

Effective Date: April 2026

Last Updated: April 2026

Cancellations

- Clients must provide at least 24 hours' notice to cancel a scheduled session.
- Cancellations made with less than 24 hours' notice may be subject to a cancellation fee or forfeiture of the session.

Rescheduling

- Clients may reschedule a session with at least 24 hours' notice, subject to availability.
- Sessions rescheduled with less than 24 hours' notice may be treated as a late cancellation.

Refunds

- Refunds are not guaranteed and are issued at the discretion of Elite K9 Cardio.
- Refunds may be considered in cases of medical emergencies or extenuating circumstances.
- All refund requests must be submitted in writing within 7 days of the original session date.

Service Interruptions

- If a session is interrupted or canceled by Elite K9 Cardio due to weather, safety, or unforeseen circumstances, clients will be offered a reschedule or credit.
- If a session is interrupted due to client unavailability or unsafe conditions at the service location, the session may be forfeited.

Behavioral or Safety Concerns

- If a dog exhibits aggression, illness, or unsafe behavior, Elite K9 Cardio reserves the right to end the session early or refuse service.
- No refunds are guaranteed for sessions ended due to undisclosed behavioral or medical concerns.

Packages & Credits

- Prepaid packages are non-transferable and expire 6 months from the date of purchase unless otherwise stated.

Elite K9 Cardio
Premium Mobile Dog Fitness Service
www.elitek9cardio.com

- Unused sessions may be credited toward future services at the discretion of Elite K9 Cardio.

How to Request a Refund

- Submit your refund request in writing via email to elitek9cardio@gmail.com.
- Include your full name, dog's name, date of session, and reason for the request.
- Please allow 5–7 business days for processing.

Policy Updates

- Elite K9 Cardio reserves the right to update this policy at any time.
- Clients will be notified of material changes via email or website updates.