



Noble Beast Refund Policy

Refund Policy Purpose - To outline the circumstances when a client is entitled to a refund for each service that Noble Beast offers, including gift certificate purchases, and the procedure that a client must follow to withdraw from a class or service to receive credit to their account, or as a last resort, a refund.

It is important to understand that for a client and their dog to find success in dog training, **there MUST** be a high level of commitment to the training process relative to taking time to train their dogs, compliance in following our dog training coaching, and being committed to the agreed upon training schedule with Noble Beast Dog Training and our trainers. For this reason, we have established these policies to encourage the highest level of commitment from our clients.

GROUP CLASS TRAINING

Noble Beast Cancellation and Transfer Policy for Group Class Training:

1. The transfer from one group class into another group class is acceptable and must be communicated **within 72 hours prior to the scheduled start of the class**. Once a group class has begun, a transfer request is not valid. Also, neither a refund nor credit will be issued to the client's account in any amount. The class will be forfeited.
2. A full credit or refund will be issued to any client who cancels the enrollment for a GROUP CLASS within 72 hours prior to the scheduled start of the class they have paid for.
3. **For the Playful Pup Class specifically**
 - a. The above transfer and cancelation policy applies to our Playful Pup class as well, EXCEPT the time frame to communicate a cancelation or transfer to an alternate class is **within 12 hours** prior to the scheduled start of the class.

All cancelations and/or transfer requests must be in writing to: Info@NobleBeastDogTraining.com

Exceptions to the above Cancellation & Transfer Policy will be considered if there is an illness (dog or human), if the weather creates dangerous driving conditions, or if a dog has had to be rehomed.

Noble Beast Refund and Credit Policy for Group Class Training:

1. It is the client's responsibility to comply with any established schedule we have set for group classes. Once the service has begun, **payment is non-refundable**. Noble Beast will not issue refunds or provide full or partial credits to clients who do not complete all sessions of a class for which they have registered.
2. A complete no-show results in the loss of the class and no refund or credit will be issued, nor is make-up possible.
 - a. In the event a client misses a class, for whatever reason, the client can still access the homework emailed by the class trainer and is welcome to ask questions about the material covered in the missed session. These questions must be sent via email to the trainer at least 24 hours prior to the next scheduled class session.
 - b. In the event a client arrives late to a group class, it is at the discretion of the trainer to admit them to the in-progress session. If the client is admitted, it may be done immediately or at such point a group activity already in progress has finished. If a trainer chooses not to interrupt class to allow a tardy client into class, it is at their discretion, and the session will be counted as a no-show.
3. Valid exceptions to the Refund and Credit Policy are dog relinquishments, illness or death (dog or human), or trainer negligence.
 - a. Trainer negligence is defined as "failure, without proper cause, to perform duties with a standard of care that they would reasonably be expected in order to complete and fulfill their duties or tasks" and to a larger degree "lack of care that demonstrates reckless disregard for the safety or lives of others, which is so great it appears to be a conscious violation of other people's rights to safety."
4. **Bundled promotional packages that contain group classes**
 - a. Promotional package that includes group classes as part of a bundled, discounted program is considered a single service with one start date. Once the service has begun, the package is non-refundable and not eligible for cash refund, in whole or in part. If a client chooses not to utilize a group class within this bundle, and if the

class has not started, Noble Beast may, at its discretion, issue credit to the client's account for the unused portion of the package. This credit:

- i. Has no cash value
- ii. Is non-refundable
- iii. May be applied toward other eligible Noble Beast services

No cash refunds will be issued for any unused portion of any promotional package once the service has started, except in cases otherwise outlined in this policy (dog relinquishment, illness or death, or trainer negligence).

PRIVATE IN-HOME TRAINING

Noble Beast Cancellation, Rescheduling and Re-assignment Policy for Private In-home Training:

1. The canceling or rescheduling of private sessions, within a single or multi-session training plan, are acceptable and will be honored with direct written communication at least 24 hours in advance of the scheduled session with the client's assigned trainer. Notification of cancellation of less than 24 hours is not valid and results in loss of the session.
2. The request of an alternative trainer or a different Noble Beast service is possible and must be communicated in writing, within 24 hours after the complete session with the originally assigned trainer. This request must be emailed to: Info@NobleBeastDogTraining.com.
 - a. The singular exception to the 24-hour policy is a trainer who does not provide scheduling opportunities to accommodate weekly or bi-weekly training sessions, as desired by the client. If this is the case, please submit a request in writing to: Info@NobleBeastDogTraining.com outlining the situation and requesting the assignment of an alternative trainer.

*****IMPORTANT NOTE*****

Past sessions completed with the originally assigned trainer will not be repeated with the newly assigned trainer and make-up is not possible. The number of sessions with a newly assigned trainer will be based on any remaining sessions that have not been conducted. Past, completed sessions will not be repeated.

Noble Beast Refund and Credit Policy for Private In-Home Training:

1. It is the client's responsibility to comply with any established and agreed upon schedule set by your assigned trainer for any of our single or multi session training plans. If the client is unable to start an agreed upon single or multi session training plan, a full refund or full credit can be requested and granted, with a 72-hour email request of starting the training plan. The refund request must be in writing and sent to: Info@NobleBeastDogTraining.com
2. Once a single or multi session training plan has begun, payment is non-refundable. Noble Beast will not issue refunds, or provide full or partial credits, to clients who do not complete the single or multi session training plan for which they have registered for and agreed to.
3. If a trainer shows up for a scheduled session and a client is not available or present, this will be counted as a NO-SHOW. A no-show, relative to any session in a single or multi session training plan, will result in the loss of the session and no refund or credit will be issued, no make-up possible.
 - a. In the event a client misses a session for a Curriculum-based Training Plan (Private Delightful, Private Divine, Private CGC, or Private Prickly Pooch Classes, etc.), the client can still access the homework emailed by their assigned trainer and is welcome to ask questions about the material covered in the missed session. These questions must be sent via email to the trainer at least 24 hours prior to the next scheduled class session.
 - b. In the event a client misses a session for a CUSTOM Private Training Plan, the session will be completely forfeited since the training is customized at each session, HOWEVER you may reach out and ask your trainer for suggested activities to work on, based on the Custom Private Training Plan.
4. If at any time your assigned trainer feels that the single or multi-session training plan is not the right fit, or that they as a trainer, are not the right fit for you and/or your dog's needs, they may request a credit that is equal to the number of sessions you have left, be added to your account and make a recommendation for a new trainer or service be immediately put in place for you.

5. All single or multi session **training packages expire within 3 months of the first scheduled session**. Once a training package has expired, there will be no refunds or credits for any remaining sessions.
 - a. A client can request an extension on a single or multi-session training package, by putting the request in writing to their assigned trainer 2 weeks prior to the expiration date of the training plan.
6. Valid exceptions to the Refund and Credit Policy are dog relinquishments, illness or death (dog or human), or trainer negligence.
 - a. Trainer negligence is defined as “failure, without proper cause, to perform duties with a standard of care that they would reasonably be expected in order to complete and fulfill their duties or tasks” and to a larger degree “lack of care that demonstrates reckless disregard for the safety or lives of others, which is so great it appears to be a conscious violation of other people's rights to safety.”

CAMP B.A.R.K SOCIALIZATION TRAINING

Noble Beast **Cancellation, Change and Absence Policy** for Camp B.A.R.K. Services

1. It is the client's responsibility to comply with any established schedule put in place for our Camp B.A.R.K. services.
2. Canceling a pup's Camp B.A.R.K. day is considered an **excused absence** as long as **the absence request is communicated at least 24 hours in advance of the scheduled session**. The dog will be removed from the schedule, and the day will be credited back to the client's package.
3. Notifications of cancellations **less than 24 hours** will be counted as unexcused absences, **are not valid**, and will result in the loss of the session(s).
4. A complete no-show results in the loss of the session and no refund or credit will be issued.
5. Due to a very structured training schedule for the dog in Camp B.A.R.K., If the client arrives late to a class or drop off, they will be turned away and the session counted as a no-show.
6. Requests to change a dog's current Camp B.A.R.K. scheduled class into a new scheduled class is acceptable and must be communicated to both their trainer and our Client Concierge Team, **within 24 hours prior to the class the dog is currently scheduled** in to avoid being charged as a no show for that day. *The requested class change is not officially scheduled until the Scheduling Team has sent a confirmation email to the client with an updated schedule as well as the new trainer's contact information.*
7. Because Camp B.A.R.K. is a specialized socialization program for dogs, not a dog daycare, we only allow 3 consecutive excused absences. Any consecutive absences after that will be charged against the package to keep the client's dog in the program and save their spot on their scheduled day. Regular attendance in Camp BARK is extremely important for a dog's social skills and obedience growth and development, as well as for the entire group of dogs they attend with. In addition, we have a long waitlist for the program, so need to make sure that all dogs in the program are attending and benefiting.

Exceptions to the above Cancellation, Change and Absence Policy will be considered if there is an illness (dog or human), if the weather creates dangerous driving conditions, or if a dog has had to be rehomed.

All cancellations and change requests must be sent in writing to our Client Concierge Department at
Info@NobleBeastDogTraining.com

Noble Beast **Refund and Credit Policy** for Camp B.A.R.K. Services

1. If a client is unable to start Camp B.A.R.K. services AT ALL after making full payment on a package, **a full refund or credit can be requested and granted for the package, with an email request sent 72 hours prior to the scheduled start date on any package that has not been used or docked for No-shows**.

The request must be in writing and sent to: Info@NobleBeastDogTraining.com
2. Once a Camp B.A.R.K. package has been started, meaning the first scheduled session of the package has been deducted for either attendance or a no show, **payment is non-refundable**. Noble Beast does not issue refunds to clients who do not or cannot finish the program for which they have registered. Credit for remaining sessions may be available to be used towards all alternative Noble Beast services.
3. If it is decided that the Camp B.A.R.K. program is not a good fit for a client dog due to the program creating too much stress or anxiety for the dog, **a full refund** of any remaining days on any package will be honored.

4. If a dog is unable to attend Camp B.A.R.K AFTER a package has been docked and due to client personal reasons, **the dollar amount of the remaining days left on the client's package will be added back to the clients account as a credit** and can be used for any of our services or transferred to another client.
5. Valid exceptions to the Refund and Credit Policy are dog relinquishments, illness or death (dog or human), or trainer negligence.
 - a. Trainer negligence is defined as "failure, without proper cause, to perform duties with a standard of care that they would reasonably be expected in order to complete and fulfill their duties or tasks" and to a larger degree "lack of care that demonstrates reckless disregard for the safety or lives of others, which is so great it appears to be a conscious violation of other people's rights to safety."

GIFT CERTIFICATE PURCHASES

Noble Beast Refund Policy for Gift Certificates

All gift certificates or purchases made with gift certificates are non-refundable. If the client is unable to attend or continue with any service, the cancellation and refund policy was followed, and the service was purchased via gift certificate, a credit will be placed on the client's Noble Beast account, and that credit may be used for future purchases with Noble Beast and can be applied to any and all services. All future purchases using the gift certificate will also be non-refundable, as the original form of payment was a gift certificate.

Noble Beast Refund Policy – Cyber Monday Gift Certificates

TERMS & CONDITIONS: Any Noble Beast gift certificate, purchased during our Cyber Monday Gift Certificate Sale have no expiration date. These gift certificates can be purchased at any amount and can be applied to any Noble Beast Dog Training Service. The purchase of a Noble Beast gift certificate, using the Cyber Monday discount, cannot be double discounted with any other Noble Beast offerings, including Paw Points. All gift certificates or purchases made with gift certificates are non-refundable. If a service is purchased with a gift certificate and a client is unable to attend or continue with said service, while adhering to our cancellation and refund policies, credit will be placed on the client's Noble Beast account and that credit may be used for future purchases with Noble Beast. All future purchases will also be non-refundable, as the original form of payment was a gift certificate. According to the Colo. Rev. Stat. §6-1-722(b)(2) - on and after the effective date of this section, the issuer shall redeem the remaining value of a gift card for cash if the amount remaining is five dollars or less on request of the holder. Noble Beast will honor a full cash refund to a Gift Certificate on a case-by-case basis if a dog is returned to a shelter/breeder or in the case of a severe emergency or death. Lastly, Paw Points cannot be earned on the purchase of any gift certificate.

FORCE MAJEURE

For cancelations that are out of our control

In no event shall Noble Beast Dog Training be responsible or liable for any failure or delay in the performance of its obligations hereunder arising out of or caused by, directly or indirectly, forces beyond its control, including, without limitation, strikes, work stoppages, accidents, acts of war or terrorism, civil or military disturbances, nuclear or natural catastrophes or acts of God, and interruptions, loss or malfunctions of utilities, communications or computer (software and hardware) services; it being understood that Noble Beast Dog Training shall use reasonable efforts which are consistent with accepted practices in the pet service and training industry to resume performance as soon as practicable under the circumstances.