



## **1-1 Coaching Attendance & Cancellation Policies**

**Because I dedicated to giving professional, personalized attention and care to all my clients, I require a 48-hour notice to reschedule or cancel all personalized services including 1-1 coaching sessions and behavior (initial) consultations.**

- Should you need to reschedule or cancel your lesson, please contact me at [suzanne@herdingdognerd.com](mailto:suzanne@herdingdognerd.com) a minimum of **48 hours prior** to lesson time.
- Same-day cancellations or no-show appointments will be **forfeit** without the opportunity to reschedule.
- **1-1 Coaching packages:**
  - All sessions in any multi-session package must be used in 40 days or are forfeit. Sessions may be rescheduled with appropriate notice (see above), but commitment to the schedule will ensure the fastest behavior change and the best training outcome. I cannot guarantee my availability within the 40-day limit for rescheduled appointments, especially those close to the end of that time period.

## **Group Class Attendance & Cancellation Policies**

**Because I dedicated to giving professional, personalized attention and care to all my clients, I require a 48-hour notice to reschedule or cancel all personalized services including 1-1 coaching sessions and behavior (initial) consultations.**

- If your dog is sick they should not be brought to class. Humans may attend in person without their dog. Continuing to practice at home is critical to your success!
- No make-up classes are currently available. If you must miss for any reason, please email me at [suzanne@herdingdognerd.com](mailto:suzanne@herdingdognerd.com) to see what you missed.
- Class may be cancelled if weather conditions would make having class unsafe. You will be emailed if this happens. A time will be scheduled to make-up that class.

## Payment & Refund Policies

- Payment must be made at time of registration and prior to the scheduling of any sessions. I accept credit/debit card payments via Stripe.
- We understand that circumstances may change suddenly or unexpectedly. If you must withdraw from the Herding Hooligans program or any multi-session package within the first two weeks, 50% of remaining sessions can be refunded.
- No refunds or transfers after the first two weeks of the Herding Hooligans program.