

Happy Dogs Training, LLC - Cancellation policies

GROUP CLASSES/WORKSHOPS

- We recognize that circumstances may arise where your or your pet's overall mental or physical health may take priority over attending your scheduled group class. You also agree that our time is valuable to our staff and other clients. Unfortunately, our group classes are non-refundable.

- If for any reason, you need to cancel a group class in which you are enrolled at least 24 hours prior to the beginning of the class series (Before the first class) you will be offered alternative class series at no cost. Refunds will NOT be offered for group classes.

- If for any reason, you need to miss or cancel a group class in which you are enrolled after the series has begun (after the first class) you can schedule and attend a make-up class series at YOUR OWN EXPENSE Refunds will NOT be offered.

- Re-scheduling a single class in a series lesson WILL NOT be possible since it is part of a series. If you wish, you may schedule a private session at YOUR OWN EXPENSE in order to catch up with the rest of the class.

- It may happen that an animal (or human) attending a group class is not in a state of mind conducive to learning, due to stress, fear, hyperactivity, health issues, or lethargy, or they may just need a break. We strive to ensure that each pet and client is in the proper state of mind so that learning can be engaging, fun, and memorable.

- If your trainer suggests that you leave class, or you decide, for any reason, to end class within 30 minutes of the beginning of class, you will not lose your credit and may re-schedule or use the credit toward another service.

- If your trainer advises you and your pet to leave, or if you decide to leave 30 minutes or more after class has begun, it will be counted as if you had attended the entire class.

- Classes will begin on time, with or without the student present.

- If a group class in the series must be canceled or rescheduled by your trainer due to weather, illness, or unexpected changes, the entire class will be rescheduled to a make-up date. The make-up dates will be the same day/time the following two weeks after the last date of class unless otherwise stated by the trainer or decided by the class.

- If for any reason your party cannot attend a make-up date, you may schedule a private lesson or new class at YOUR OWN EXPENSE in order to catch up with the rest of the class.

IN-HOME AND VIRTUAL TRAINING SESSIONS

- We value the mental and physical health of our clients and pets and understand that circumstances may arise where you may be unable to attend your scheduled session. You also agree that our time is valuable to our staff and other clients. If you, for any reason, need to cancel an in-home training session, you must notify your trainer 24 hours or more prior to your scheduled appointment so that the trainer may have enough time to schedule another session to fill the allotted time.

- Clients who cancel outside of the 24-hour window may reschedule without penalty.
- Due to the inconvenience of last-minute cancellations and the potential loss of time and profit, clients who cancel within the 24-hour window may incur a cancellation fee at the cost of the lesson/service.

- There may be times when an animal (or human) is not in a state of mind conducive to learning, due to stress, fear, hyperactivity, health issues, or lethargy, or they may just need a break. We strive to ensure that each pet and client is in the proper state of mind so that learning can be engaging, fun, and memorable.

- If for any reason, your trainer suggests that your session end within the first 30 minutes of the session start, the remaining lesson time will be credited to your account to be used at a later time or toward another service we offer.

- If for any reason, your trainer ends your session after 30 minutes of the lesson's start, that session will be counted as a normal credit.