

# POLICIES

## **REFUNDS**

Payment for all services is due at the time of booking, and is non-refundable. All services registered and paid for are considered final.

Exceptions for illness or emergencies will be handled on a case-by-case basis. Lucky Fido may at our discretion give you credit for unused prepaid services to be used within the same calendar year of the original booking.

If you would like us to consider giving you a refund please email us with the specifics of your circumstances, and we will be happy to take it under consideration.

By checking 'I Agree' you understand that you are responsible for payment in full regardless of whether you choose to complete the service.

## **CANCELLATION POLICY**

If you need to reschedule, you must notify me at least 48 hours in advance of the class or session. Any cancellations made less than 48 hours before a class or session will result in forfeiting your payment. Any exceptions for illness or emergencies will be handled on a case-by-case basis.

## **A NOTE ABOUT COVID**

If Lucky Fido Dog Training, LLC is unable to operate due to any reason associated with COVID-19, you agree and acknowledge that Lucky Fido Dog Training, LLC's only obligation will be to transfer and reschedule any remaining sessions to online sessions when operations are able resume.

This includes any in-person services purchased.

**Thank you for booking thoughtfully**, I will do my utmost to deliver value for your money in all ways.

**TOGETHER WE SHINE**

## **TREATMENT OF DOGS**

Kindness extends to the dogs we are working with and the dogs in our groups. Learners are learning and make mistakes. Behavior change may be hard for some dogs and Lucky Fido Dog Training, LLC emphasizes patience, empathy and understanding above all else.

You will be asked a part of the Lucky Fido Dog Training, LLC family to avoid leash corrections, leash yanking, verbal reprimands such as NO and OFF, and physical reprimands. I realize that many of us don't even realize we are doing some of these things, so of course if I see it I will chat with you about it. I may remove from the class or discontinue private training anyone who needs repeated warnings, with no refund. There is clear evidence and research that yanking on the leash and delivering verbal and physical reprimands can cause or contribute to emotional deterioration in dogs and affect their bond with humans.

Please note that I will always discuss alternatives to using verbal and physical corrections in my classes and private work. I will give you better, happier and kinder tools for achieving the behavior changes you are working toward.

## **TREATMENT OF HUMANS**

- ★ Lucky Fido Dog Training, LLC operates under the rule of kindness towards myself and towards other student, in actions and words.
- ★ At Lucky Fido Dog Training, LLC racist, sexist, or phobic remarks or jokes in my classes and private training may result in dismissal permanently without refund. I firmly support and advocate for kindness and empathy as we learn to step out of the shadows of the past, and into the light of acceptance and tolerance.
- ★ Lucky Fido Dog Training is a safe place for you and for all my clients human and canine.
- ★ Any person violating these policies may be immediately removed from class or private training discontinued without refund.

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I am a patient and empathetic teacher and guide. If you find yourself struggling with one of the above, please feel that you can speak to me about it and that I will do my best to help. I know that change can be hard.

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**TOGETHER WE SHINE**