**Lifeline K9’s Dog Training – Assistance Dog Program**

Terms & Conditions for Training Sessions

**1. Client Cancellations**

* If a client chooses not to attend a scheduled session, the session will be forfeited.
* No make-up sessions will be provided for client-cancelled or missed sessions.

**2. Trainer Cancellations – Weather**

* If a session must be cancelled due to weather conditions, a training video and/or alternative learning material will be provided in place of the cancelled session.
* No in-person make-up session will be arranged for weather cancellations.

**3. Trainer Cancellations – Other Reasons**

* If a session must be cancelled by Lifeline K9’s Dog Training for reasons other than weather, every reasonable effort will be made to reschedule.
* If a client does not attend the rescheduled date offered, the session will be forfeited and will not be rescheduled again.

**4. Multiple Clients Per Day**

* As multiple clients are seen on the same day, flexibility is limited. Clients are expected to attend their booked time as arranged.

**5. Payment & Refund Policy**

* All training packages and sessions must be paid for in advance to secure your booking.
* Payments are non-refundable.
* There are no credits or refunds for missed, cancelled, or unattended sessions under any circumstances.

**6. Acknowledgement**

By booking and attending sessions with Lifeline K9’s Dog Training, clients acknowledge and agree to abide by these terms and conditions.