



Lifeline K9's Dog Training – Assistance Dog Program

Terms & Conditions for Training Sessions

1. Client Cancellations for monthly subscription

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

2. Trainer Cancellations

- 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.
- If a session must be cancelled by Lifeline K9's for any other reason, a training video and/or alternative learning material will be provided in the place of cancelled sessions.
- No in-person make-up session will be arranged for weather cancellations.
- Lifeline K9's may be able to provide in person make up sessions for any other cancellations.

3. 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.
- If a client attends their session late, their session will still end at the scheduled time.

4. 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.

5. Acknowledgement

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