



KBDT Payment & Cancellation Policy

With a goal of creating a smooth flowing schedule that meets the needs of all of our valued clients, we have implemented the following payment and cancellation policy. A written policy will allow us to set expectations up front and ensure a quality customer experience across the board. Thank you so very much for your valued business!

Prepayments

- All services require prepayment made via Pay Pal. Note: PayPal does not require you have to have an account to use your credit card, debit card, or e-check option.
- As a small business, we respectfully request that all appointments are paid in full at the time of scheduling if not already on a prepaid training plan. Your timely prepayment confirms your intentions and holds your appointment. Tight ship due to a tight schedule of a small, but ever-growing business...thank you for your understanding!

Cancellations

Unexpected events happen! While flexibility is very important, we require the below-mentioned notice. Thank you in advance for your cooperation as it allows us to serve all of our clients' needs.

Private Lessons Policy

- Service is non-refundable.
- 48-hour cancellation request is required to cancel or re-schedule an appointment. This allows us to work our wait list and fill your slot!
- By providing 48-hour notice the client is eligible to reschedule the service or elect to have a "service credit" to apply to future services only.
- Cancelling your appointment within 24 hours does not allow our office time to fill your slot, thus, prepayment is forfeited and not eligible for a reschedule or "service credit" to the account.
- If 2 consecutive appointments are cancelled with 48-hour notice, a 50% cancellation fee will be deducted from the prepayment and the remaining balance will be issued as a "service credit". If any subsequent appointments are cancelled the remaining prepayment balance is forfeited in full.

Outdoor Adventure Policy

- Service is non-refundable.
- See Private Lessons Policy above.
- Upon arrival for Outdoor Adventures, if access to the dogs is prevented for any reason (locked out, dogs are being groomed, etc.) that individual Outdoor Adventure fee is forfeited in full.
- In the event that our trainer must cancel, please know that you never lose your Outdoor Adventures. Rescheduling will be our top priority!

Canine Small Group Policy

- Service is non-refundable.
- 48-hour notice is required to cancel or reschedule Canine Small Group in order to retain a "service credit".
- A "no show" to a Canine Small Group will forfeit payment in full.
- Classes are subject to cancellation by KBDT due to low enrollment approx. 1 week out from date of class.

Phone Consultation Policy

- Service is non-refundable.
- 48-hour notice is required to cancel or reschedule phone consultation in order to retain a "service credit".
- A scheduled call that is unanswered will forfeit payment in full.

We are grateful for your business and your understanding of our policies, only put in place to maximize our time and efforts to serve our canine community. Please note that KBDT trainers reserve the right to discontinue services at any time, under circumstances deemed appropriate, which will always be communicated to our clients. While all services are non-refundable, if you feel unsatisfied with your service and would like to request a refund in full, we ask that you notify Kimberly in writing at Kimberly@kimberlyburgan.com within 24 hours of your service. Refunds will be considered on a case-by-case basis minus any applicable PayPal fees or administrative charges (up to \$25).

Now that you've reviewed our needs, we'd love to hear more about yours. If you have suggestions or concerns, please bark at us at training@kimberlyburgan.com! Thank you for your time, now go enjoy your dog(s)!