

~ Cancellation Policy ~

Thank you for choosing our online virtual dog training membership services! We aim to provide flexible and supportive training experiences for you and your canine companion. Please review our cancellation policy below to ensure clarity and to make the most of your membership.

****1. Membership Cancellation****

- ****Monthly Membership:**** You can cancel your monthly membership at any time. To avoid being charged for the next billing cycle, please submit your cancellation request at least 7 days before your next billing date.
- ****Annual Membership:**** For annual memberships, you must provide at least 30 days' notice prior to the end of the current membership year to avoid renewal charges.

****2. Session Cancellation****

- ****Rescheduling:**** If you need to reschedule a scheduled virtual training session, please do so at least 24 hours in advance to avoid a cancellation fee. Rescheduling is subject to availability and must be done through our online booking system.
- ****Late Cancellations:**** Cancellations made less than 24 hours before a scheduled session will incur a late cancellation fee of 50% of the session fee. This fee applies to both individual sessions and recurring appointments.
- ****No-Shows:**** If you do not attend a scheduled session without prior notice, the session will be considered a no-show, and you will be charged the full session fee.

****3. Refund Policy****

- ****Refunds for Memberships:**** Refunds for memberships are not provided after the membership period has commenced. If you cancel before the start of the next billing cycle or membership year, you will not be charged for the subsequent period.
- ****Refunds for Sessions:**** Refunds for individual sessions are not provided for cancellations made less than 24 hours before the appointment. If you have a valid reason for missing a session, please contact us within 24 hours to discuss potential options.

****4. Exceptional Circumstances****

We understand that unforeseen circumstances can arise. If you experience an emergency or special situation that affects your ability to attend a session or maintain your membership,

please contact us directly. We will review these cases on an individual basis and strive to accommodate your needs wherever possible.

****5. Contact Information****

For cancellations, rescheduling, or any inquiries regarding this policy, please contact us at [terrierheartout29@gmail.com] or [on WhatsApp].

Thank you for your understanding and cooperation!

Sincerely,

[Jasmine Draper]

[Terrier Heart Out]

[www.terrierheartout.com.au]