

Cancelation Policy:

Thank you for choosing K-9 Capers/Paws of Hope!

We want to offer the *best* training at *affordable prices*. To help us accomplish this we have a strict policy on rescheduling, missed appointments, and your package you purchased.

1.) **Rescheduling a booked appointment:** We must have a day or two notice unless you or dog are ill. (Documentation may be required if you have multiple absences). We know some things are unavoidable and we work hard to be accommodating and will work with you to make the changes in the right circumstances. **Call us at 704 791 9888 or email us at k9capers@gmail.com to reschedule.**

2.) **Missed Appointments:** If you do not contact us before your appointment, you may lose your option to reschedule. All appointments are given to you in writing. Please refer to your schedule.

3.) **Your package:** If you have purchased a package we do not offer refunds as we have offered an assessment and training session to help you make a decision. Packages allow you to reserve a time most convenient to you. Most behaviors will not change until the very end of your package or may take longer than expected. **The key to change is being consistent and following the plan of action.**

Any unused portion of your package must be used within 60-90 days depending on the package purchased. Any unused portions are donated to the shelter or to a service dog for a veteran.

We want more than anything for you to be successful. We have 20+ years experience and have been recommended by veterinarians. We are certified with organizations such as the CCPDT (Certification Council of Professional Dog Trainers), Therapy Dogs International, The American Kennel Club, and The Service Dog Coach Institute.

