GIGI'S

CANCELLATION POLICY

Last revised: 2.5.2026

In order to provide high-quality, individualized care, Gigi's maintains small class sizes with limited private appointment times available. Cancellations made in a timely manner allow us to offer the appointment to other clients and best meet the needs of the animals we serve.

DEFINITIONS

For purposes of this policy, the following terms are defined as:

"Disclosed behavior" refers only to behaviors documented in writing on Gigi's required behavior history form and reviewed in writing by a Gigi's Behavior Services manager prior to enrollment.

"No call, no show" is defined as failure to attend a scheduled session without any prior notification to Gigi's.

GENERAL POLICIES

- Training services purchased and unused will expire six (6) months from the date of purchase.
- Packages and gift certificates are non-refundable and will expire one (1) year from the date of purchase.
- Individual sessions purchased as part of a group class are non-refundable.
- Expired services, packages, and gift certificates have no cash value and will not be extended, refunded, or reinstated for any reason.

GROUP CLASS CANCELLATIONS

- Full refund if cancellation is made at least seven (7) days prior to the start of class.
- Cancellations made fewer than seven (7) calendar days prior to the scheduled start date are eligible for either a) 50% refund, OR b) transfer to another class session with a $25 rebooking fee
- If a pet is dismissed from class due to pet behavior that was fully disclosed and acknowleged by Gigi's prior to enrollment, the remaining balance will be issued as a non-refundable credit toward other Gigi's training services and has no cash value.
- Any dismissal due to undisclosed or inaccurately disclosed pet behavior will result in forfeiture of the full class fee. Confirmation of disclosure and permission to enroll must be in writing by a Gigi's Behavior Services (GBS) manager.
- Missed classes - Please inform your trainer in advance whenever possible, make up sessions may be available, but are not guaranteed.

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- Determinations regarding eligibility for refunds or credits are made solely by Gigi's Behavior Services management. Gigi's retains sole discretion to determine whether a behavior was accurately and fully disclosed. Such determinations are final

PRIVATE TRAINING CANCELLATIONS

- Clients must provide at least seventy-two (72) hour's notice to receive a full refund or transfer the session to a different day/time.
- Sessions cancelled with less than 72 hours' notice will incur a $50 cancellation fee.
- To all, no show for private sessions will be assessed $100; the $100 fee represents a cancellation fee intended to offset lost appointment availability and staff time
- New clients that have not submitted the required behavior history at least one (1) week prior to the scheduled meeting, or who have not completed payment, may have their session cancelled and filled from the waitlist. Gigi's will make reasonable efforts to contact clients prior to cancellation. In such cases, the session fee will be retained as a cancellation fee, unless otherwise determined by Gigi's in writing.

RECORDED SEMINAR CANCELLATIONS

Once seminar materials or recordings are distributed, no refunds will be issued. Access to recorded video content is for personal use only. Media purchased from Gigi's may not be shared, distributed, or publicly displayed without prior written consent from Gigi's. By registering for or purchasing services from Gigi's, clients acknowledge and agree to the terms outlined in this Cancellation Policy. Purchase or access of recorded materials constitutes acceptance of these terms.

ACCEPTANCE

By registering for, purchasing, or participating in any services offered by Gigi's, clients acknowledge that they have read, understood, and agree to be bound by this Cancellation Policy.

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