



RESCHEDULING AND CANCELLATION POLICY

Deposits and/or payments are non-refundable; however deposits may be used as a credit under certain circumstances. Please see the specific guidelines for each service listed below.

Please contact us if you have any questions or concerns about these policies. It is our goal to protect our mutual interests. Clear policies improve communication, and therefore promote healthy relationships between us.

PRIVATE SESSIONS

All scheduled private sessions must be cancelled or rescheduled a minimum of 24-Hours prior to the scheduled session time. Late cancellations and "No-Shows" will be charged at the normal rate.

Private session packages must be completed within the time specified at time of purchase beginning on the date of their first session. If the sessions are not completed within this time, it will be at the discretion of Bob Burkhead and Precision K9 Training, INC, to determine if the reason for the delay was warranted. Clients that wish to extend their end training date, must submit a written statement requesting a delay, including the reason for the delay, and the proposed date to resume training. Clients must receive a written statement, from Precision K9 Training, INC, permitting them to extend their training end date.

Rescheduling or Cancellations > 24 hours prior to start time: Original payments may be used as a credit to a future session or another service option.

Rescheduling or Cancellations <24 hours prior to start time: Original payment is forfeited; new payment is required to reschedule.

GROUP CLASSES

It is the responsibility of each student to be on time and present for each class.

Make up classes are not available for missed classes; however, an abbreviated private session may be available at a prorated cost. Please contact us for details and current pricing information.

Rescheduling or Cancellations >14 days prior to start date: Original payments may be used as a credit to a future class or another service option.

Rescheduling or Cancellations <14 days prior to start date: Original payment is forfeited; new payment is required to reschedule.



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REFUNDS FOR SERVICES

We do not offer a monetary refund. Instead we stand 100% behind our training.

What Does That Mean?

Our dog training programs form a partnership between our clients, their dog, Bob Burkhead, and Precision K9 Training, INC. The success of our program depends on us performing our job correctly, and also on the owner following up on the homework and strategies that we lay out for them.

Instead of offering a monetary refund we offer a Lifetime Guarantee. This means that we will continue to work with owners who are working hard, and following my recommendations for as long as it takes. In this way, those owners who are truly invested in their dog's training and wellbeing are assured that they will get everything they need out of our program. Restrictions apply. Please contact us for details.