



RESCHEDULING AND CANCELLATION POLICY

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

PRIVATE SESSIONS

- All scheduled sessions must be cancelled or rescheduled a minimum of 24-Hours prior to the scheduled session time. Late cancellations will be charged a \$35 fee.
- "No-Shows" will be charged at the normal rate.

PACKAGES

- You have an extra two weeks to complete the package you choose beginning on the date of your first lesson. If the sessions are not completed within this time, it will be at the discretion of Jessica Vigo and Primal Dog Training, LLC to determine if the reason for the delay was warranted.
- Rescheduling or cancellations <24 hours prior to starting time will be charged a \$35 fee.
- Training packages are non-refundable.

REFUNDS FOR SERVICES

- Services are non-refundable.

Our dog training program forms a partnership between our clients, their dog, Jessica Vigo and Primal Dog Training, LLC. The success of our program depends on us performing our job correctly, and the owners working hard to consistently follow through with the homework and

techniques that are laid out for them. Those owners who are truly invested in their dog's training and wellbeing are assured that they will gain the knowledge and skills needed to help their dog.