

Cancellation & Refund Policy

We understand that schedules change. However, when you register for a class or event, we reserve a spot specifically for you. To be fair to all clients and instructors, the following cancellation policy is strictly enforced.

This policy applies to all withdrawals, including but not limited to injury, illness, emergencies, weather, and personal or work-related conflicts.

Weather-Related Cancellations

Safety is our top priority. Classes, lessons, and events may be cancelled due to severe weather or unsafe conditions, including but not limited to snowstorms, ice, flooding, extreme temperatures, or travel advisories.

- **If Do Over Dog Training cancels** a class, lesson, or event due to weather or other unforeseen circumstances, clients will be offered one of the following at our discretion:
 - A rescheduled date, **or**
 - A credit to be used toward a future class or event
(Refunds are not guaranteed unless an event is fully cancelled and not rescheduled.)
- **If a client chooses not to attend** due to weather and the class or event is still held, the standard cancellation policy applies and no refunds or credits will be issued.

Weather-related updates will be communicated via email and/or social media. Please check your email before traveling to class in questionable conditions.

Classes (Multiple-Week Sessions)

- No refunds after the first class meeting
- There are no regularly scheduled make-up classes
- Your instructor can provide guidance on what was missed so you can practice at home

Single Classes

- No refunds if cancelled within 48 hours of the class start time

Private Lessons

- No refunds if cancelled within 24 hours of the scheduled lesson

Events (Workshops, Seminars, Mock Trials, Sniff-N-Gos, etc.)

- No refunds within 7 days of the event date

Additional Notes

- Refunds or credits are not issued for missed classes or events
- If a cancellation is made before the applicable refund deadline, a \$5 convenience/processing fee will be deducted from the refunded amount
- Registration spots are transferable only with prior approval
- By registering for any class, lesson, or event, you acknowledge and agree to this cancellation policy