



# Canine Comprehension Cancellation Policy

## Individual private tutoring Cancellations

We understand that there are times when the young person must miss an appointment due to emergencies or other obligations.

To avoid cancellation fees Canine Comprehension requires a minimum of 12 hours notice. It is the responsibility of the agency representing the client to contact Canine Comprehension within this time window to avoid being charged. Should the appointment not be cancelled within this time frame, full fees apply to the unused session.

The client or representative must email [louise@caninecomprehension.com.au](mailto:louise@caninecomprehension.com.au) with 12 or more hours notice.

If a client wishes to re engage with our services they will be placed on our waiting list, which is subject to tutor availability. We cannot promise that tutoring will commence straight away or be allocated the same time and day previously scheduled.

If a young person is late to their scheduled appointment, the missed time will be forfeited. If a student arrives more than 30 minutes late the tutor is unable to begin that session.

Clients will be charged at the commencement of the ongoing service, unless otherwise agreed.

## School program Cancellation

The school program aims to cover 8 weeks of the school term therefore we expect the school to keep the scheduled appointment. Weekly sessions that fall on a public holiday will be made up at another time. In any unforeseen circumstances, Canine Comprehension will do it's best to make up the session. Any foreseen circumstances will not be rescheduled.

The client will need to submit a request to change the time or day of a session via email to [louise@caninecomprehension.com.au](mailto:louise@caninecomprehension.com.au) This must be done 5 business days prior to the scheduled session. We cannot guarantee that the change will be possible, this will depend on the tutors availabilities. It is unlikely that we will be able to change the session unless there is 5 business days notice.



## **The Canine Comprehension Club**

There may be times when a young person has not shown up their scheduled session. The paying client has the option to use this time for Canine Comprehension Club instead. Please read about this option in the Canine Comprehension Club document.