



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 with 12 or more hours notice. The client will receive an email confirming the cancellation has been received. We will endeavour to reschedule during that same week where possible. If 12 hours notice is not given the session will be forfeited.

For Canine Comprehension to be able to build a trusting relationship with our clients and provide maximum benefit from our sessions our bookings are ongoing. A client will need to submit a cancellation of ongoing services email to louise@caninecomprehension.com.au. This must be done 5 days prior to the cancellation of ongoing services.

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 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 its best to make up the session. Any foreseen circumstances will not be rescheduled. It is Canine Comprehension's discretion to decide if the session can be made up for any other cancellations.



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.

Change Request

The client will need to submit a request to change the time or day of a session via email to 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.