



Daack Pack Dog Training

Innovative. Humane. Evidence-Based.

COMMON POLICIES

Below are a few explanations of policies around our services and sessions.

Per our wavier, all of our services are good 6 months from initial purchase.

OUT OF AREA TRAVEL FEE:

This fee is for clients being seen out of our normal service area, the purpose is to cover the cost of staff payroll, along with mileage and vehicle wear and tear that is incurred through the extra travel. This will be charged at the time an In Person session is scheduled.

Duration from facility one way:

\$0 < 15 minutes

\$25 < 30 minutes

\$50 < 45 minutes

\$75 < 60 minutes

If extra travel is extensive enough that it prevents us from seeing our normal amount of clients that day, then a custom plan may be created to ensure that costs are covered in a way that is fair for both parties!

RESCHEDULING:

We have a no rescheduling policy. Please see the contract in the waiver for specifics. The boundaries of time and day for sessions are incredibly valuable, but it also needs to be maintained to uphold its value. We carry a large caseload of clients regularly who rely on predictable and consistent scheduling for progress and safety.

There are a lot of instances and times where canceling or rescheduling seems like a potentially a short term fix for an in the moment scheduling problem. Ultimately, a marker of progress in a case long term, is keeping with a predictable, consistent schedule. So, the responsibility for checking for personal or family scheduling conflicts is placed on the client to be considerate of before confirming a session.

At the same time, we understand that emergencies happen and we want to support people in those instances. **If you have an emergency and need to reschedule the training session, with at least a 12 hours notice, we can reschedule the session with a fee. The fee of \$60 per training hour.** As a small, service based business, this rescheduling fee is not about making a profit but to cover the payroll of the time we reserved for you as that is the expense a reschedule has on us.

Sessions are non-refundable and not cancellable.



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Email Support:

We have our team available to answer your questions. Please give at least 24-48 hours for us to get back to you.

Installment Plans:

For any of our services over \$600, we offer Installment plans.

A client has the option of automated payments or scheduled invoices through Quickbooks.

They will be structured payments set up until the service is fully paid. There will be a 1.5% processing fee added to the installment plans. Fee determined from total cost of service.

Sessions will be scheduled and confirmed in regards to the most updated payment of the installment plan.

There will be a \$50 fee for a late payment of an installment. A payment is considered late after 24 hours past the receipt of the invoice.

Ideally, payments are paid a week before any scheduled sessions.