

PAYMENT/CANCELLATION POLICY

- It shall be the policy of Toto Dog Training that payment for all services must be paid in full up-front before services are rendered. This shall be known to the client in the written contract agreement that is signed by both parties. If a client has an outstanding balance, no new services will be provided until their balance is at a zero.
- It shall be the policy of Toto Dog Training that a travel fee of \$0.25/mile shall be implemented when a client lives outside of the 20 mile radius from the city limits of Sterling, KS. The travel fee applies to each mile outside of the 20 mile radius, meaning that fees do not apply until mile 21 is reached. Travel fees will be calculated for both the going and returning of the trainer's or employee's vehicle outside of the 20 mile radius. Once the trainer/employee returns to the 20 mile radius, no fees will be applied to the remaining miles.
- It shall be the policy of Toto Dog Training that if a check submitted for payment is returned, the paying party will be subjected to a \$35 returned check fee.
- It shall be the policy of Toto Dog Training that no refunds will be issued without the authorization and discretion of Alley Rowland, Owner. No credits will be issued.
- It shall be the policy of Toto Dog Training that clients will be able to cancel or request a different appointment time when said request occurs at least 24 hours in advance of a scheduled appointment/lesson. No refunds will be given if clients cancel or request to change their appointment less than 24 hours in advance. Clients will be allowed up to two "grace" periods (periods being defined as one period of service, i.e, one lesson, one behavior modification session, etc) for the duration of their payment of services.