

# CHECK IN, DAY STAY, AND DAY TRAIN POLICIES



Cosmic Companions

## Booking

**Check Ins and Day Trains:** Exact times are not available for check ins and day trains due to the nature of the service, unless you have an animal that requires medication or food to be given at a precise time. You can select a preference for AM (9:00–11:59am) or PM (12:00–3:00pm) and your service will be completed within this time window.

**An initial private consultation is required to book day trains.**

**Day Stays:** This service will be booked with an exact start time. Booking in advance is highly recommended as last-minute requests often cannot be accommodated.

## Start & End Times

Your service starts from the time I arrive to your home. If your home is inaccessible, your start time still begins when I arrive.

There is a 10 minute grace period for drop off. If your service requires your dog to be dropped back off (day train) and you are late to retrieve your dog, a \$10 late fee applies at the 10<sup>th</sup> minute, and another \$1 per minute for any minute past. For example, if your service ended at 10:00am, and you were not able to meet me at your door to drop off your dog until 10:15am, there would be a \$15 late fee charge.

## Packages

Packages must be used within 3 months. Any unused credits or training sessions will not be refunded, and cannot be exchanged or transferred to other services.

## Report Cards

Report cards detailing your dog's progress will be provided monthly for day trains. This is not provided for day stays or check ins.

All services will receive a text with photo/video update for the day with a brief update. Report cards include detailed suggestions and recommendations. To get the most out of training, incorporating suggestions into your daily training at home is recommended.

# Cancellations

A minimum of 24 hours notice is required to cancel a service. Cancellations with less than 24 hours notice will be charged 50% of the service fee, or will forfeit the session if you used a credit from a package.

Cancellations due to weather or trainer unavailability will not be refunded and rescheduled at the next earliest convenience.

**Day trains and outdoor walks** will not proceed if the windchill is -25 Celsius or colder with the wind, 30 Celsius or hotter with the Humidex, and any AQI rating 201 or higher. If the perimeter is closed or there are extreme winds in the winter, walks may also be cancelled.

On days where outdoor day trains are cancelled due to inclement weather, you have the option to swap to a check-in inside your home if your dog still needs something to break up the day or a potty break. This will be charged. If using a package, this will not use up a credit from your package but you will have to pay for the full check-in fee. 30 minute or 60 minute check ins are available.

# Home Access

It is the client's responsibility to provide reliable, clear access of their home for access to services. Some options include being home for pick up, providing a lockbox with a key, providing a garage door code, or providing a front/back door code. If home access is not available at the time of your service and this results in the service being late, or not being able to be offered, refunds, exchanges, or transfers will not be available.

# Termination of Services

By signing up for services with Cosmic Companions Dog Training, you agree to provide gear that aligns with our services and commitment to being force free and positive-reinforcement based. Aversive tools are not permitted, and using them will result in termination of services without refund of any remaining package credits. You will receive notice of termination with the option to agree to remove tools and remain in the program, or agree to the termination without refund of remaining credits.

Aversive tools that we do not allow include, but are not limited to: prong collars, choke collars, chain collars, head Haltis/head halters, martingale collars, e-collars/shock collars, and invisible fences.

Due to the nature of services, dogs are required to be in a **well-fitted harness** for day-trains and any added-on decompression walks. Quick potty break walks for check ins or day-stays can use a flat collar or well-fitted harness. If Cosmic Companions finds that your harness is ill-fitted, suggestions will be offered for how to adjust it prior to your next booked session. Failure to supply appropriate gear may result in services being unable to be offered.

Cosmic Companions Dog Training reserves the right to terminate services. We have a zero-tolerance policy for hate speech, disrespect, and bullying. Refunds will not be offered.

## Allergies, Vaccines, and Wellness

If your dog has severe allergies, it is the responsibility of the client to provide appropriate treats.

Dogs are required to be up to date on Rabies, Parvo, and Distemper vaccines. Bordetella is highly recommended. Tick & Heartworm medication is highly recommended. Proof of vaccines can be emailed to [cosmiccompanionstraining@gmail.com](mailto:cosmiccompanionstraining@gmail.com)

Pain is a large contributing factor to a majority of behaviour cases. Any potential indicators of pain will be brought up to the client, and it is the client's responsibility to bring this up to their veterinarian for a pain exam, which may include x-rays and a pain med trial. It is the client's choice to investigate or not. Any signals of a dog experiencing pain or distress may result in services being ended early.

If you conduct a full pain investigation on your dog (x-rays, ultrasound, bloodwork, pain meds, etc.) then you may be eligible for a 20% discount on your next booked service (including packages).

## Payment

All payments are due on the date of your service. Late payments may be subject to a late fee. Payment can be made through HoneyBook, or your total invoice owing can be sent via eTransfer to [cosmiccompanionstraining@gmail.com](mailto:cosmiccompanionstraining@gmail.com).

Consistently late payments or missed payments will result in termination of services and no future bookings will be allowed until all payments and late fees have been paid in full, with pre-payments required for all future bookings.