

Cancellation & Rescheduling Policy

GROUP COURSES AND PRIVATE SESSIONS

Effective date: July 26, 2026 Version 1.0

At **Carolark | The Canine Learning Centre**, our instructors reserve time, space, and preparation for every booking. Because a missed session cannot always be re-sold on short notice, the following notice periods apply. Different rules apply to group course enrollments and to private sessions.

1. Group courses (multi-week class enrollments)

- **Withdrawal before the course starts:** Notify us at least 48 hours before the first class to receive a refund or credit, less a small administration fee. Withdrawals with less than 48 hours' notice before the first class may forfeit up to one class fee.
- **Withdrawal after the course starts:** Once a course has begun, fees are generally non-refundable. At our discretion, and for documented medical or compassionate reasons, we may issue a pro-rated credit toward a future course for the classes not yet attended.
- **Missed individual classes:** A single missed class within a course is not refundable. Where space allows, we will do our best to offer a make-up class in another running section, but make-ups are not guaranteed.

2. Private sessions (one-on-one lessons)

- **24 hours' notice required:** Please give at least 24 hours' notice to cancel or reschedule a private session at no charge.
- **Late cancellation or no-show:** A private session cancelled with less than 24 hours' notice, or a no-show, forfeits the full session fee. If the fee was not prepaid in full, it becomes payable and may be charged in accordance with our Card-on-File & Payment Policy.

3. How to cancel or reschedule

To cancel or reschedule, contact us by phone at **613-591-3277**, or by email using the contact details on your booking confirmation. Notice periods are measured from the time we receive your message. If you reach voicemail, the timestamp of your message counts as your notice time.

4. Cancellations by the Centre

If we must cancel a class or session (for example, due to instructor illness, insufficient enrollment, facility issues, or severe weather), we will offer you a make-up session, a transfer, or a full credit for the affected session. We are not responsible for a client's travel or related costs.

5. Severe weather

Ottawa winters happen. If the Centre closes for weather, affected sessions are rescheduled or credited. If we remain open but you are not comfortable travelling, standard notice periods above apply, though we will always try to accommodate a reasonable reschedule.

6. Late arrivals

Sessions begin and end at their scheduled times out of respect for the next client. If you arrive late, your session will still end at its scheduled time and will not be extended or discounted.

7. Package and pre-paid credits

Pre-paid lesson packages are subject to the same notice periods for each individual session. Unless stated otherwise on your package, credits expire twelve (12) months from the purchase date.

Acceptance of this policy

By booking a class, session, or program with Carolark | The Canine Learning Centre, you confirm that you have read, understood, and agree to this policy and the Centre's other terms and conditions. No separate signature is required — your booking constitutes acceptance.