



Service Policies

Training Services

- Private training packages are **NON-REFUNDABLE** and have an expiry date of **1 year** after purchase. It is your responsibility to make sure that you are getting your appointments booked.
- **72 hours (3 days)** notice is required to cancel or reschedule any private training sessions. You will receive a reminder email about your appointment at this time. **** CHECK YOUR JUNK MAIL FOLDER FOR OUR EMAILS ****
- If we do not receive the appropriate notice outlined above you will be required to pay the full cost of your service before being able to rebook ANY service with Rover Cove.

If you have a package of training appointments a credit will be deducted.

Any sessions rescheduled on our behalf or due to weather are NOT included in this policy.

- Late arrivals are required to pay a fee of **\$15 every 5 minutes late** or are subject to loss of appointment ending in the same procedure as outlined for cancellations.
- All dogs attending any training program, inclusive of group classes and socials, are required to be up to date with all vaccinations appropriate for their age, **inclusive of the Bordetella (kennel cough) vaccine.**

Boarding + Daycare Services

- Reservations are required for dogs to attend our boarding or daycare services.
- All fees, including add-on service fees, are **NON-REFUNDABLE.**
- Boarding and daycare packages are **NON-REFUNDABLE.**
- All dogs attending our boarding and/or daycare services are required to be up to date with all vaccinations appropriate for their age, **inclusive of the Bordetella (kennel cough) vaccine.**
- Boarding and daycare packages have an expiry date of **1 year** after purchase.
- Group class payments are required in full to hold your spot. Registration is on a first-come, first-serve basis. Fees are **NON-REFUNDABLE.**
- Owners are required to complete our online **behaviour questionnaire** before their dog can begin attending our daycare programs.
- All board and train fees are **NON-REFUNDABLE.**