



Saskatoon Kennel and Obedience Club

SKOC's Refund and Aggressive Dog Policy – Updated September 11, 2023

This policy is applicable to all classes offered by the Saskatoon Kennel and Obedience Club. Class fees are based upon \$25.00/class, plus applicable taxes.

Withdrawal from class: If, after the first class, you choose to withdraw from the remaining classes and notify the instructor within 48 hours of the end of the first class, all fees will be refunded in full. If, after this point, even if you have missed the first class, and you choose to withdraw from the remaining classes, there is no refund of fees. Discretion will be applied in case of emergencies or extenuating circumstances.

Excused from class: Instructors reserve the right to excuse a dog-handler team based on the mental and physical health, welfare, and safety of your dog and all the other dogs in the class. If you are excused by the instructor during the first class, all fees paid will be returned in full. If the instructor offers specific guidance to manage a disruptive dog in the first or any subsequent classes and you do not follow the guidance, the instructor may elect to excuse you from the class and no refund will be offered. In this context, SKOC defines disruptive as unmanaged aggression. The reason for this is that the SKOC environment is not the correct environment for this dog at this point.

The refund process is as follows: Your refund will be processed back to the card with which you paid your fees using the SKOC's WIX website payment portal. The exception to this is if WIX has deposited all moneys to the SKOC's bank account. In this case, we will refund you by cheque to the name and mailing address that you used to register for the class. There may be a delay of up to 10 working days to process refunds.