



Bale's Buddies Therapy Dogs Community Outreach Cancellation Policy

At Bale's Buddies Therapy Dogs Community Outreach, we value your commitment to our services. To maintain the quality of our sessions and accommodate all our clients effectively, we have established the following cancellation policy:

Cancellation Window

Clients are required to provide a minimum notice of 48 hours prior to the scheduled session time for any cancellations or rescheduling requests.

Notification Channels

Cancellations or rescheduling requests must be communicated directly to our administration team via phone call on: [01803 875280](tel:01803875280) or by email at: community-outreach@balesbuddies.org; Voicemails left after business hours will be considered received on the following business day.

Late Cancellations

Cancellations made within the 48-hour window will be considered late cancellations. Late cancellations will be charged the full session fee, unless there are extenuating circumstances as determined by Bale's Buddies Therapy Dogs Community Outreach.

No Shows

Failure to attend a scheduled session without prior notice will be considered a "no-show." Clients who no-show for appointments will be charged the full session fee.

Emergency Situations

We understand that emergencies can arise unexpectedly. In case of emergencies or unforeseen circumstances, please notify us as soon as possible to discuss alternative arrangements.

Exceptions

Bale's Buddies Therapy Dogs Community Outreach reserves the right to make exceptions to this policy on a case-by-case basis, taking into account extenuating circumstances.

By scheduling a session with Bale's Buddies Therapy Dogs Community Outreach, you acknowledge and agree to adhere to the terms of this cancellation policy. We appreciate your cooperation and understanding as we strive to provide quality services to all our clients.

If you have any questions or require further clarification regarding our cancellation policy, please do not hesitate to contact us.

Last updated: March 2024

Next review: March 2024

