



Refunds and Cancellations

Scheduled Massage and Fitness sessions and packages are non-refundable. However, exceptions may be made at the sole discretion of Core Fit Canine in certain circumstances, including:

- Illness or injury of the dog that prevents participation, with appropriate veterinary documentation if requested.
- Serious illness, injury, or family emergency affecting the owner.
- Dangerous weather conditions that make travel unsafe.
- Cancellation by Core Fit Canine.
- Other unforeseen circumstances reviewed on a case-by-case basis.

Whenever possible, sessions will be rescheduled rather than refunded. Approved refunds, credits, or transfers are granted solely at the discretion of Core Fit Canine.

Please provide at least 48 hours' notice if you need to cancel or reschedule a Canine Massage or Fitness/Conditioning appointment. This allows the appointment time to be offered to another client.

No refunds will be provided for missed appointments, no-shows or late arrivals that significantly shorten a session, or changes of mind after services have been purchased.

Unused Fitness/Conditioning or Massage sessions from a package may be eligible for a credit if a dog develops a medical condition that permanently prevents participation. Requests will be evaluated on a case-by-case basis and may require veterinary documentation.

Unused Massage sessions from a package may be transferred to another dog in the same household owned by the same client.

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