

DTCT Class Refund/Credit Policy

1. All registration fees are due no later than the first day of classes.
2. A refund of fees will be given if the student sends a written request to the club registrar (admin@DTCT.org) no later than seven days prior to the first scheduled class. Payment transaction fees will not be included in the refund. Likewise, the student may request that any paid fees be applied as a credit for future classes.
3. Individual missed classes are not refundable and cannot be made up by attending another instructor's class.
4. If a student, or their dog, incurs an illness or injury that prevents them from completing a training session, the student may make a written request to the club registrar (admin@DTCT.org) to receive a credit for the remaining classes.
5. If a bitch comes into season while attending classes, the student can request a credit for the remaining classes, or they may opt to retake the entire session at a future time, if it involves 4 or more missed classes.
6. Any dog and student excused by the instructor due to reactive/aggressive behavior may request a refund for the remaining classes, or the student may request a credit for the remaining classes to be applied to one-on-one training sessions. Such requests must be made in writing to the club registrar (admin@DTCT.org).
7. All requests for refunds or credits are subject to administrative review.
8. Any requests for credit must be made by the student within 3 days of the final class.
9. Credits are valid for 12 months.
10. Any returned checks will be subject to a \$40.00 administrative charge.