



## ADDITIONAL SERVICES

Extra resources available to Clients. As we grow, more resources may become available and will be reflected here.

### WEBINARS:

Webinars are a wonderful tool to add in supplemental training that is rewatchable, especially for common subjects we could all benefit from like understanding body language better. Our webinars were created from scratch, in house to meet the common needs we see in our clients.

Follow the link to webinars are available on our website:

[Purchase Webinar here](#)

or email us at [bark@daackpack.com](mailto:bark@daackpack.com) for access and an invoice!

### CANINE FITNESS EVALUATION AND WRITE UP:

A Fitness Evaluation serves as a way to assess where your dog's physical conditioning is at the moment of evaluation. This evaluation can be used to help create simple recommendations for physical exercises. This will not replace the recommendation of your Veterinarian and should be used to help create communication with your Veterinarian about your dog's physical fitness needs and limitations.

#### What's Included:

- Virtual assessment
- Trainer will give verbal assessment in meeting
- Explanation of the Visual Analog Scale (VAS), used to numerically describe the amount of effort the dog needs to complete a task.
- Trainer will send over recommended exercises breakdowns and frequency of exercise, and any additional recommendations

### VETERINARY ADVOCACY:

#### For Active Clients:

- We often refer clients to work with UC Davis' Veterinary Behavioral Team. It can be a lot of details and information to process. We can join you virtually or In Person for the session to help you advocate for your pet.
  - \$60 per hour for Virtual Sit in
  - \$120 per hour In Person Sit in + Mileage
    - Follow up check within 24-48 hours

Canine Fitness can be used for a variety of purposes, but the main goal is prevention. Just like with people, keeping the body moving has numerous health benefits. Our evaluations are here to help you start that fitness journey. Whether your goals are to help your pup lose weight or to find a new way to exercise their bodies and minds, Canine Fitness is here to help.



**Sophia**

### Phone Support:

This scheduled call is for active clients that want more than email support between sessions. You will also get a follow of to summarize the call.

**30 minute call: \$60**

**Pricing: \$25 PER WEBINAR**

### Webinars Available:

- Separation Anxiety 101
- How to Speak Dog
- How to Speak Dog - Behavior Edition
- Brain Games - Impulse Control
- Brain Games - Enrichment for Your Dog
- Leash Skills 101
- Say Please

**Canine Fitness Evaluation and Write up: \$79**

### Veterinary Advocacy :

- Virtual \$60
- In Person \$120 +MILEAGE



## POLICIES AROUND SESSIONS

Below are a few explanations of policies around our services and sessions.

**Per our waiver, all of our services are good 6 months from initial purchase.**

### SCHEDULING:

Once you've purchased services, sessions will be scheduled through our Dog Training Coordinator. A session is **ONLY** confirmed after you've received a Google Invitation with your scheduled time.

Most services are scheduled out 1-2 weeks in advance. Day Training sessions are pre-scheduled with collaboration of the client completely before the start of the training.

### OUT OF AREA TRAVEL FEE:

This fee is for clients being seen out of our normal service area, the purpose is to cover the cost of staff payroll, along with mileage and vehicle wear and tear that is incurred through the extra travel. It is calculated in ten minute intervals rounded up to the closest increment. This will be charged at the time an In Person session is scheduled.

**Per 10 minutes of total extra driving (There and back): \$20**

If extra travel is extensive enough that it prevents us from seeing our normal amount of clients that day, then a custom plan may be created to ensure that costs are covered in a way that is fair for both parties!

### RESCHEDULING:

**We have a no rescheduling policy.** Please see the contract in the waiver for specifics. The boundaries of time and day for sessions are incredibly valuable, but it also needs to be maintained to uphold its value. We carry a large caseload of clients regularly who rely on predictable and consistent scheduling for progress and safety.

There are a lot of instances and times where canceling or rescheduling seems like a potentially a short term fix for an in the moment scheduling problem. Ultimately, a marker of progress in a case long term, is keeping with a predictable, consistent schedule. So, the responsibility for checking for personal or family scheduling conflicts is placed on the client to be considerate of before confirming a session.

At the same time, we understand that emergencies happen and we want to support people in those instances. **If you have an emergency and need to reschedule the training session, with at least a 12 hours notice, we can reschedule the session with a fee. The fee of \$60 per training hour.** As a small, service based business, this rescheduling fee is not about making a profit but to cover the payroll of the time we reserved for you as that is the expense a reschedule has on us.

**Sessions are non-refundable and not cancellable.**



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### Email Support:

We have our team available to answer your questions. Please give at least 24-48 hours for us to get back to you.

### Installment Plans:

For any of our services over \$600, we offer Installment plans.

A client has the option of automated payments or scheduled invoices through Quickbooks.

They will be structured payments set up until the service is fully paid. There will be a 1.5% processing fee added to the installment plans. Fee determined from total cost of service.

Sessions will be scheduled and confirmed in regards to the most updated payment of the installment plan.

**There will be a \$50 fee for a late payment of an installment. A payment is considered late after 24 hours past the receipt of the invoice.**

**Ideally, payments are paid a week before any scheduled sessions.**