



CHRISTI CHAPMAN
PROFESSIONAL DOG TRAINER

REFUND/DISCOUNT/CANCELLATION POLICY

No refunds of any amount on services, unless I feel the need to terminate our relationship for some reason, in which case, a refund may be issued depending on the circumstances and amount of work already invested.

Dog training and the treatment of behavioral issues are an investment into the future of your relationship with your dog, and I make every effort to assist you in creating a meaningful relationship with your dog that is built upon trust and respect. A tremendous amount of research and planning for each situation is devoted to you and your dog, often prior to our first meeting.

The fees for the packages and the individual sessions are based on the amount of work that typically goes into each issue. Packages reflect a slight discount on the services and when indicated will include products that are helpful in the training process. If you choose to not use these products, you will not receive a discount on the package. Unless other arrangements have been made, payment in full for a package or an individual session is due at the beginning of our appointment. I often offer the option to include our Initial Behavior Assessment in a package if you are willing to pay the package price in full at that appointment.

Because of my rural address, I do not charge travel fees to Riverton, Lander, and Crowheart, however, I do try to arrange my schedule to accommodate multiple appointments in those communities on the days I am there, weather permitting. Repeated cancellations may result in termination of the services or an added service charge to continue, to cover the expense of travel to you. If you are unable to meet with me on the days I am available in your location, then you may be asked for additional fees to cover travel.

None of this applies to cancellations due to extreme bad weather, if I must cancel (often because too many others have cancelled!), or if you are ill.