



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, or before the second. For each hour I spend with you, there are about 2 hours of work outside of that and my fees reflect this.

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. If you choose to terminate the relationship after full payment is made on a package, you will not receive a refund. Unless other arrangements have been made, payment in full for a package or an individual session is due at the beginning of our appointment. The Initial Behavior Consultation is included in all packages.

Due to increases in fuel prices, I am now forced to charge a travel fee to any appointments beyond 10 miles from Lander, WY. Please see the travel fee policy for amounts to your area. If you are out of that 10-mile radius, repeated cancellations may result in termination of the services or an added service charge to continue, to cover the expense of travel to you.

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