

The Right Steps Payment, Cancellation, & Refund Policy and General Policies....

Group Classes Payments:

Payments for Group Classes are due in full, before your first class, to purchase your class space, date, and time as spaces are limited. Class spaces are not held without receiving payment in full.

Signups and payments may be made online or by USPS mail. Payment may be made by Check, Cash, or Credit Card (via Pay Pal online). Once Sign Up and Payment is received in full, we e-mail out Class Confirmations and Details. Class Confirmations and Details are e-mailed out only on Wednesdays, Thursdays, and Fridays.

If your requested class day/date is available, but your preferred time is not available, we will place you in the other time space for that same class date/day, if it is available (for example during the week we run a 7:00p.m. or a 8:10p.m. class for both Surviving Adolescence and Surviving Puppyhood). Or if we only have enough students to run 1 of the 2 classes, your adjusted class time will be provided in your Personal e-mail of your Class Confirmation & Details.

Please be aware Class Start Dates may change, be pushed out a week, for example (but not limited to) in the instance the Trainer is out ill or we are waiting for the classes to finish filling. We thank you in advance for your flexibility and understanding in your schedule. We try to avoid changes of Class Start Dates, but occasionally it may occur. Students who have signed up and paid are notified via e-mail their Individual Class Confirmations & Details of the change. **Client is responsible to check e-mail before each Class. Please allow flexibility in your schedule; there are no refunds for date adjustments.** If for any reason a Class is cancelled the Client will have the option of transferring to another like Class or receiving a refund. It is extremely rare for a Class to be canceled.

However, if your requested Class is full, in both classes times, you will be notified by e-mail and we will put you on our waiting list, in order of applications and payments received. If a space opens up and we can put you in the class after-all, you will receive an update by e-mail and then Class Confirmations and Details will be e-mailed out (on Wednesdays, Thursdays, and Fridays).

Group Classes Cancellations & Refunds:

Refunds: No refunds will be given for cancellations received 14 calendar days or less of your Week #1 Class or for no-shows. Notification of cancellation must be received in writing at least minimum of 15 calendar days or more before your first Week #1 Class to receive a full refund minus a \$30.00 processing fee. All requests for refunds or credits may take up to 30 days. It is Client's sole responsibility to make sure we have received their cancellation request/follow-up in allotted time frame. Please understand we run small class sizes to allow for a more personalized experience for our Clients. The maximum Class size for Group Training Classes is only 6-7.

Clients are purchasing a specific class space and time. Clients are purchasing a specific Class Date and Time. Group Classes are not Transferable to another Group Class or Private Training. As there are no free Group Class Make Up sessions offered for missed weeks, please choose your Class Date and Time Carefully. If you miss a week, your homework will be e-mailed to you, so you may keep up with the class. No refunds.

Plan spays/neuters carefully around your class schedules, as puppies who have just been spayed/ neutered are normally not allowed full activity for a full 7-10+ days from surgery, if no complications. We will not allow a puppy who has just been spayed/neutered to come to class and risk injury for their own safety 7 days or less. Dogs in heat may not participate in group classes, please plan class time around heat cycles.

Group Classes are not appropriate for dog/dog and/or dog/human reactive/aggressive puppies/dogs.

***Come Watch a Class:** If you are unsure if we are a right fit for you or your puppy/dog, we invite and encourage you to please contact us to come and watch (without your puppy/dog) a group class currently in Wk#2-#6, before joining/signing up, to ensure we are the right fit for you and your puppy or dog. ☺ Thank you for taking the time! We want you to want to train with us and be excited and open to positive training methods! We train utilizing methods based on science, not pain, dominance, force, or fear! We love working with our Human and Animal Clients alike. You have one Trainer = Cindy C. Smith, CNWI with small class size for a personalized experience!

***One Time Scheduled Spectator vs. Family vs. Auditor:** A Scheduled Spectator = Handler/No Dog, coming to watch One Class (Week #2 on, not Week #1) of a current Class Session, to see if Class is good fit for you and your dog = No Charge. Live-In Family Members/Life Partners may attend Group Classes as a family working with their family dog no charge. Auditors (no dog/not living in same household as Class Member) are not free. Auditing Fee applies. Please ask before bringing non-household member to Class. Questions? Contact Cindy in advance.

Private Lesson, Private Training, &/or Day Training Payments:

A deposit of \$35.00 is due at the time of booking your Private Training Consultation to reserve your appointment date/day/time as we have a limited number of days and hours allotted for Private Training. Balance of lesson fee is due day of lesson via Cash or Check, or in advance if via Pay Pal or Credit Card by a Pay Pal Invoice (no Pay Pal Account required). Or payment may be mailed in advance to: The Right Steps, P.O. Box 1717, Fair Oaks, CA 95628.

Cancellation or reschedule requests must be made in writing a minimum of 48 hours or more; requests received under 48 hours results in a forfeited \$35.00 deposit. Client is solely responsible to verify/follow through that we have received their cancellation or reschedule request.

An Initial Consultation Evaluation is required first before purchasing a Package of Lessons or a Day Training Package. After the Initial Consultation/Evaluation, a client may purchase a Package of Group Lessons or Day Training Package for a set number of lessons to be completed in a set period of time in order to keep training on track for maximum effectiveness. Lessons not completed in agreed time period will be forfeited. Packages purchased are final, as you are purchasing a set package for a set goal/time period. Please make training a priority to have the best chance for success! ☺ We want you and your puppy/dog/family to succeed and enjoy your best friend.

Private Training fees are non-transferable to Group Classes, nor are Group fees to Classes.

Dog/dog and/or dog/human aggression/reactivity is referred out to “Positive” Aggression Trainers and/or Behaviorists.

Private Training Travel Fees:

For Out of our area Private Training Travel fees are at a set rate of \$35.00 per visit. It is based on the distance from our Fair Oaks Home Address and time is based on traffic (rush hour and prime school times for example increases our travel time). Areas that exceed 25 minutes of travel time ‘one way’ are assessed a Travel Charge per

visit. The travel fee may be avoided by having your appointment at our Fair Oaks Training Facility at 8516 Madison Avenue, Fair Oaks, CA 95628 or meeting at an Off-Site Location within our travel range.

To get an idea of distance for our Travel Time one way you may use Earl LeGette School address at 4623 Kenneth Avenue, Fair Oaks, CA 95628 'as an example' of distance. **For time of travel however, it will depend on time of the day. Please ask if questions.**

Pet Therapy Dog Training – versus - Service Dog Training:

The Right Steps offers training to assist Clients in training towards the goal of having a Pet Therapy Dog (a well-trained pet dog), but we do not offer Service Dog Training. Service Dog Training is referred out to Specialty Service Dog Trainers.

Privacy Policy:

The Right Steps takes privacy seriously. The Right Steps will never rent, sell, or give away our clients' information, including email addresses and online habits, unless directed to by a court of law or by the client. The Right Steps will never use any information available about its clients in any manner that would be deemed unethical.

Fees/Pricing of Group Classes, Private Training, Travel Charges, and Products for Sale:

Fees and pricing are subject to change/be updated at any time. Old/past flyers/expired coupons for example are not valid. **If any questions about or fees or pricing please ask us direct by phone or e-mail.**

Student Store:

All sales are final, no refunds. Cash or check for existing Clients. Cash only for non-Clients. No Credit Cards.

Returned/Bounced Checks:

If a Client's check is returned for any reason, the said Client is responsible for any and all fees incurred to The Right Steps due to this error, a \$25.00 returned check fee, and the face value of the check to be paid by cash or Pay Pal immediately (in under 30 days). Penalties and fees are based on California County and State Laws and Regulations.

Right To Refuse Service:

The Right Steps reserves the right to refuse service.

NO Public Restroom on site - Service by Appointment Only - No Photography/Videeing Allowed:

Our location is only available upon appointment and receiving payment for service. **There is NO public restroom.** There is no walk-in availability. Due to the nature of our business, appointments are due in advance/no walk-ins, scheduled upon receiving payment in full and upon confirmation. **No Photography/Videeing Allowed.**

Non-Profit Rescue/Shelter/Animal Control Referrals of their Adoptees Puppies/Dogs: With proof of adoption from a Non-Profit Rescue/Shelter/Animal Control, in their first 30 days or under from date adopted, a \$15.00 discount may be applied to One 6 Week Basic Group Training Class or One Private Training Consultation = Balance due at sign up via Cash or Check. A \$10.00 one-time discount may apply if over 30 days and still under 60 days. **If Adoption is over 60 days no discount applies.** For Client to receive discount it must be asked for in advance with proof of adoption date. Void after the fact. **Our goal is to get the new puppy/dogs and new family started off right in their new homes from the start! ☺ Please speak up before you sign up and let us know.**

Special Pet Professional Client Referral Coupons:

Thorough-out the year we like to offer you Clients with your referrals special discount coupons. If you are out please contact us! ☺ Coupons are for New Clients to The Right Steps and are good for a limited time period. Balances are due for services by Clients via Cash or Check and must be used **before** the expiration date. **Coupons are void/have zero value if expired.**

Gift Certificates, Special (Donated) Certificates, and Coupons:

A limited number of Gift Certificates are offered for sale on a very limited Holiday Basis by appointment (Wed., Thurs., & Fri.), and must be ordered 48 hours in advance to pick up. All sales are final, no refunds, non-transferable. Original Gift Certificates must be presented, copies are not valid. Gift Certificates are available for services only, not product/student store sale.

Full value of Gift Certificate is available only for the first 60 days from original purchase date. Gift Certificates must be used for services during our business hours. It is the sole responsibility of the Receiver to book/use their classes &/or private lessons during our business ours for said services before they reach the 60 days from the purchase date: 916-966-6883.

Full value of Gift Certificate &/or Special (Donated) Certificates are available only for the first 60 days from original purchase date. Certificates must be used for services during our business hours. It is the sole

responsibility of the receiver to book/use their classes &/or private lessons during our business hours before they reach the 60 days from purchase date: 916-966-6883.

Gift Certificates are valid for 60 calendar days from original purchase date for full face value to be used toward training services. After the 60 days (starting day #61) from original purchase date, the individual Gift Certificate immediately starts decreasing in value by "\$10.00 per calendar day" (gift certificate is then redeemable only for remaining balance and the difference for class or private lesson would be made up by Receiver/Purchaser in cash or check). At this stated rate, once the value decreases the total Gift Certificate to zero or below the original purchase price, the Gift Certificate is worth \$0.00 value and void/non-useable.

The Right Steps "Coupons" have an Expiration Date; coupons are void after expiration date.

Veterinarian Professional & Pet Professional Business Specials/Discount Coupons:

When presented (maximum 2 per Business/Location) they are available to be used within space available of maximum of 2 Free or Discount Certificates used per 1 six week class date/session and no more than 6 Certificates used per quarter. Based on availability. Original Certificates must be presented, upon signing up for a 6 Week Puppy or 6 Week Adult Dog Basic Training Class.

Private Training Free or Discount Certificates limited to 1 per week and 6 per quarter. Original Certificates must be presented, upon signing up for Private Training and used before the expiration date. For partial discount Certificates, Certificates and balance owed for Class or Private Training is due at time of sign up via cash or check.

Not redeemable for cash. No cash value. No refunds. Not applicable for Advanced, Special for Fun Group Classes, or K9 Nose Work Classes, unless otherwise stated on certificate specific. Not applicable for puppies/dogs with aggression issues. Void/zero value once expired.

Coupons/Certificates for employees/staff are for **New** Clients to The Right Steps. Limit one per person/household and two per business maximum per quarter. **Have fun with them = We suggest offering to your staff/employees in a fun raffle! We only ask if your staff utilizes one, they attend all 6 weeks, to be able to report back on a full experience! It is not fair to you, us, or other potential Clients if they take a space, then no-show. ☹**

These are special and limited quantity Certificates we hand out as complimentary "Thank You" to Veterinarians and/or their Staff or Pet Professional Business Owners and/or their Employees at random throughout the year. Please check with your Employer/Manager &/or Veterinarian Office Owner to see if your office has any available. These are limited to the Veterinarian Office Veterinarian and Staff (Techs and Office Staff) or Pet Professional Business Owners and/or their Employees. If they do not have any, please have them contact us! ☺ **These are not Client coupons/discounts.**

We thank you for your continued support and in turn helping The Right Steps, a true small business, be a continued success! We want you in our Training Classes so you can spread the word with/to your Clients about how 'great' Cindy C. Smith, CNWI & The Right Steps are! ☺

