

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

**When Available - Although it is 'NOT' required, we encourage you 'BEFORE' signing up and making payment for a Group Training Class and/or a Private Training Session to contact us in advance to make an Appointment to watch a current Training Class in session. Why you may ask? We want you to want to train with The Right Steps and Cindy C. Smith, CNWI and enjoy your time training with us!**

### **3 Articles on "How to Choose a Dog Trainer":**

[http://www.therightsteps.com/how\\_to\\_choose.html](http://www.therightsteps.com/how_to_choose.html)

<https://petprofessionalguild.com/Top-Ten-Questions-To-Ask-a-Potential-Dog-Trainer/> **&**

<https://apdt.com/resource-center/how-to-choose-a-dog-trainer/>

**Act of God or Government Beyond our Control:** If you are enrolled in an existing and/or upcoming Physical Group Training Class and due to an Act of God or Government beyond our control our Physical Location is closed, all Classes will be moved Online. There are no refunds or transfers. You will be provided your weekly instruction Online in lieu of Face to Face. Same great Training and Instruction, just not face to face in person. We thank you in advance for your flexibility, understanding, Business, and support.

### **Physical and Online 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. **Spaces are given out in order of sign ups and payments received 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 normally the week before your Class is to start. 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 solely is responsible to check e-mail before each and every Class. When signing up 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 you're 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).

**Certification of Completion for Group Training Class Requirements:** Puppy/Dog must complete/attend/be on time a minimum of 5 out of 6 Weeks and attend/be present for Week #6 to receive a Certification of Class Completion. Sports Dogs, K9NW, and For Fun Classes do not receive a Certification of Completion, as they are only for the Basic Training and First Level Advanced Classes. **No Puppy/Dog in Class = No Certificate.**

### **Group Classes Cancellations & Refunds:**

**Refunds:** **No refunds will be given for #1:** Cancellations received 30 calendar days or less of your Original Week Number One Class Start Date Online **and/or #2:** for no-shows **and/or #3:** if you attend an earlier Week #1 Lecture of an earlier starting Class, in advance of the Class you signed up for, the future paid for space is yours, **NO** Refunds, as you have officially started the Program. To keep fair for all – No exceptions.

Notification of cancellation must be received in writing at least minimum of 31 calendar days or more before your first Week #1 Class to receive a full refund **minus** a \$50.00 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 5-7.

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 was provided by e-mail 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 10-14+ 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.**

Unless you are signed up for an Online Class, Physical Group Classes are not appropriate for dog/dog and/or dog/human reactive/aggressive puppies/dogs. Contact us and check if you are not sure if your puppy/dog is appropriate, **before** signing up. In advance schedule a Private Consultation for an Evaluation. After the fact it, it is too late. No Refunds. You may attend Class without your puppy/dog and take what you learn in Class home and apply in the privacy and safety of your home.

**Allow for Flexibility of your Schedule:** Under the **"Session Notes" Online** the set of 6 weeks of Classes Dates are estimated/provided. Please allow flexibility before signing up, for your # of weeks, in case a week is canceled due to – Example -Trainer Illness, Injury, Emergency, Extreme Weather, and/or an Act of God Issue beyond the Trainer's control. We strive to run the Classes as stated originally online under Session Notes in advance, but in the rare instance of Trainer Illness, Injury, Emergency, Extreme Weather, and/or an Act of God Issue beyond the Trainer's control, you will be notified by E-mail ONLY. **It is the Client's sole responsibility to check their E-mail just before coming to each Week's Class and to have allowed flexibility in your schedule.** If a week or weeks are canceled, it or they will be immediately added on to the end of the original 6 Week Period to allow Class to Wrap up a total # of 6 Weeks. Please know this is extremely rare, but things do happen beyond our control. In this occurrence there are no free make ups, no free drop ins, no free transfers, no free Privates, and no refunds. **Benefit** - You are Training with a True Local Small Business, Small Class Sizes – Providing a Quality Training Experience and Attention, and one Trainer who is very knowledgeable and experienced – well worth the wait.

**Online Group Classes & Private Consultations by Phone:** Are available online. Questions? Please Call.

Training will allow anyone/anywhere to Train with us, allow for Dogs that are not appropriate for Group Classes to be trained in the safety of their home with us, and flexibility of schedule/location. Same rules and policies apply.

**\*Come Watch a Class: When available - Although it is not required, 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 make an appointment 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 Positive Reinforcement and Force Free methods, 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 Training, Phone/Phone Video Consultation Sessions, &/or Day Training Payments:**

Your Private Training Fee is due in full at time of booking your appointment(s), as we are very limited on the days/times/hours we are able to provide Private Training – at our Location, Off-Site, and In-Home, the times are very valuable. Your Lesson Fee may be paid in advance via Pay Pal or Credit Card by a Pay Pal Invoice (no Pay Pal Account required) we will provide upon request. Or payment may be made via Cash/Check Dropped off at our Facility, or Check by mail in advance to: The Right Steps, P.O. Box 1717, Fair Oaks, CA 95628. Once your Payment is received in full, your appointment day/time will be booked/finalized and paperwork to complete e-mailed to you.

Cancellation or reschedule requests must be made in writing a minimum of 72 hours or more to receive a refund minus a \$50.00 processing fee. Refunds will be processed and sent out within the next 30 days. Requests must be sent in writing.

Cancellations, Rescheduling, and/or No Shows, 72 hours our under, will forfeit their Full Paid Lesson Fee in its entirety, as you have left us no time to fill your purchased Appointment Time with another paying Client. To book a future appointment, again, the payment fee will be due in full in advance.

**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 and Group Class fees are non-transferable to Private Training **and** visa-versa Group Classes are not Transferable to Private Training.

*Dog/dog and/or dog/human aggression/reactivity, a bite history (of Human or Dog), and/or severe behavior issues are referred out to “Positive” – “Science Based” Aggression Trainers and/or Behaviorists who specialize in those required/needed areas. It is your responsibility to research which Trainer and/or Behaviorist best fits your Dog’s needs.*

**Physical Private Training Non Local Travel Fees:**

**Initial Consultation:** **\$150.00 for 1.0 to 1.5 hour** – \*At our Training Facility or within our Local Travel Range.

**Follow Up Sessions:** **\$95.00 for 1.0 hour** – \*At our Training Facility or within our Local Travel Range.

**Facility is located in Fair Oaks:** Madison Plaza – 8516 Madison Avenue, Fair Oaks, CA 95628

**Local Travel Range:** Is within 20 minutes or less (whether due to distance and/or traffic flow/times of day) one way.

**\*Additional Non-Local Travel Fees to apply when applicable per Session/Visit.** Non Local Travel Fees are based from our Fair Oaks Facility on the distance Addresses (to/from) **and** time (time is based on traffic rush hour, prime school times, and road construction for example as they increase our travel time), one way. These fees may be avoided, when apply, by booking Private Training Sessions at our Fair Oak Facility or by meeting at an Off-Site Location within our Local Travel Range “of Our Choice”.

**Non Local – 21 minutes to 30 minutes:** \$35.00 additional Fee per visit. Examples Only: Some areas of further out Roseville, West Roseville, Granite Bay, Folsom, and Rancho Cordova whether due to distance and/or traffic (travel time). The Non Local Travel Fee may be avoided by coming to us.

**Non Local – 31 minutes to 45 minutes:** \$70.00 additional Fee per visit. Examples Only: Placerville, Elk Grove, Rancho Murrieta, Auburn, New Castle, Lincoln whether due to distance and/or traffic (travel time). The Non Local Travel Fee may be avoided by coming to us.

**Non Local – 46 minutes or over:** Please plan to book appointments at our Fair Oaks Location or ask for Referrals of other Qualified Trainers in your own local area, that we may be able to provide.

To get an idea of distance for our Travel Time, one way, you may use your Home Address and our Fair Oaks Facility Address of 8516 Madison Avenue, Fair Oaks, CA 95628 ‘as an example’ of distance. **BUT please remember** that is for distance only, for time of travel however, it will depend on time of the day and traffic patterns (rush hour, school traffic, known road construction, etc.). **Please ask in advance 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 who is able to go into Hospitals, Nursing Homes, Reading Programs for example to be a source of

good and happiness for others in need). Local Pet Therapy Groups refer to the Right Steps to help potential Pet Therapy Teams get the training and guidance they need to succeed in Testing and future visits.

**However**, Service Dog Training is referred out to Specialty Service Dog Trainers. We do not offer specialized Service Dog Training (Dog provides a Service only for its person/handler – Example but not limited to: Guide Dog for the Blind, Seizure Alert Dog, Canine Companion for Independence, Diabetes Alert Dog, P.T.S.D. Emotional Support Dog, to name a few).

### **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/a warrant, 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.**

**Special Coupons/Offered by The Right Steps: No Refunds – Purchase Final. No Transfers. No Free Make Ups.** Sign up carefully for the Class or Private – In Person or Online - that you will be able to attend.

### **Student Store:**

By appointment only. All sales are final, no refunds. Products are sold as is. No warranty, unless otherwise offered by the manufacturer of the said product direct. Cash or check for existing/current in Training Clients. Cash only for Past/Prior Clients or Non Clients. No Credit Cards. Due at time of purchase. If providing a special order – Personal Shoppers Service - We locate your Product for you, item(s) ordered fee **&** Personal Shopper Fee are due in advance of purchase/placing order.

### **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. Client is responsible for all of The Right Steps and/or Cindy C. Smith's banking fees that occur due to their error/return check.

### **Right To Refuse Service:**

The Right Steps reserves the right to refuse service to anyone, at any time, for any reason.

**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:** When told in advance of signing up and making payment in full 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 = Balance due at sign up via Cash or Check **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/paperwork. Void after the fact. Our goal is to get the new Shelter/Non-Profit 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.**

**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.**

**Photos and Videos taken by Cindy C. Smith / The Right Steps of** Classes, Lessons, etc. are sole property of Cindy C. Smith & The Right Steps – These are copy righted and may not be passed off as your own. They be used on but not limited to our Website, Flyers, Brochures, Face Book, Etc.

**Online Videos/Photos provided by The Right Steps for our Online Classes:** Are sole property of The Right Steps Only. They may not be copied or shared.

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**CDC's Link to the Coronavirus (COVID - 19) - <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>**

**Please do not attend a Physical Group Classes or Private Training if you are sick, ill, and/or contagious.**

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### **Veterinarian & Pet Professional Section Only:**

#### **Veterinarian & Pet Professional Special Client Referral Coupons:**

Thorough-out the year we like to offer your Clients with your special referral discount coupons at special times. If you are out please contact us! ☺ Coupons are for New Clients to The Right Steps and are good for a **limited time period**. These are **not** always available, as we offer only at special times throughout the year. **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. They must be presented at time of making payment - Void after.**

**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. Your Employee who is signed up must attend all weeks with their dog. **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 weeks (NO less than 5 out of 6 sessions),** 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. ☺ You will be notified if your Employee does not attend the minimum # of 5 out of 6 weeks required, as this is a losing situation for you (as you will have no valid educated employee feedback about us and our Training Classes) **and** we lose a \$185.00 Class Fee we could have filled with a Paying Client. We have small personalized Classes; this does affect us and others. Said Employ must attend each week not a proxy.

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 for Employees Only not Client coupons/discounts.**

**Did you know for our Referring Veterinarian Offices and/or ones considering referring their Clients to us, we offer a Free Introduction Seminar to your Business** by appointment on a Wednesday, Thursday, or Friday to meet us in person and hear how we can help your Clients! Contact us for details.

**We thank you for your continued support and in turn helping The Right Steps, a true small business, be a continued success for over 20 years now! 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! ☺**

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