



Welcome to The Right Steps!

You may look at the Class & Facility Rules below and be a tad overwhelmed, please do 'not' be. These Class & Facility Rules are in place to provide a "Safe, Fun, Positive Class Environment & Experience for both Puppies, Dogs, & their Humans" (a priority for us) – over 20 years of experience created these!

We have listed them in alphabetical order to make it easy to read and review all at once &/or go back and refresh later on specific topics.

'Please read with enthusiasm knowing they are in place to provide a great & positive learning environment! ~ :o) ~

"Please remember to follow these rules, at all times, while training with us whether at our Training Facility, an Outside Class/Field Trip Class and/or Private Training Session; this allows sessions to be a safe, fun, and enjoyable experience, for everyone – both human and dogs alike!"

Sincerely, Cindy C. Smith, CNWI & The Right Steps

The Right Steps Facility, Class, &/or Private Training Misc. Rules:

Back Door: Emergency Exit Only. Door is to remain locked and closed at all times otherwise. This is an Employee area only, unless access is needed in an Emergency to Exit the Facility.

Behavior – Reactivity &/or Aggression Issues: Group Training Classes are not suitable for puppies/dogs with excessive barking issues (example: excessive fear barking, severe resource guarding with other puppies/dogs, aggressive lounging/snarling/snapping barking at other puppies/dogs) and/or aggression towards people (including, but not limited to severe resource guarding, serious aggressive biting, & excess reactivity). Please understand Group Classes set these Dogs up to fail and the Dogs around them to have a not positive experience.

Puppies/dogs with reactivity/aggression issues are best helped by in [Private Training](#), using positive methods to set them up for success, while implementing a Behavior Modification Program – whether with us or if we refer you out to a Behaviorist (DVM/PHD) and/or a Positive Reinforcement/Science Based Trainer who we recognize as Experienced with Aggression.

Reactive (not Aggressive) Dogs under control at all times by their Human Handler are allowed in our [K9 Nose Work Classes](#), as only one Dog Works at a time – these Classes are geared to set up these said Dogs for success, not failure.

Seriously Aggressive Dogs with a known Bite History with Dogs and/or Humans are **not** allowed in Group Training Classes **nor** K9 Nose Work Classes.

Please however be honest with us of the circumstances of the Bite History **and** if you have a current Evaluation to provide us by either a Behaviorist (DVM/PHD) **and/or** a Positive Reinforcement/Science Based Trainer who we recognize as Experienced with Aggression to review – said review will be taken into consideration – **if** they feel in writing the said Dog is a victim of circumstance, not aggressive, **and** safe to attend Group K9 Nose Work Classes with us. We will review and make our decision accordingly. **Trainer decision is final and is case by case. We have the right to refuse service to anyone at any time.**

“If you are unsure if a Group Class is appropriate for your puppy/dog or not, please contact us before signing up for a class”. If you sign up for a Group Class without consulting us in advance of your Dog’s Behavior Issues **and** doing a Private Consultation/Private Lesson to verify if appropriate or not, there are no refunds. You may attend Classes each week without your Dog and take home and apply at home. A referral will be provided to Behaviorist (DVM/PHD) and/or a Positive Reinforcement/Science Based Trainer who we recognize as Experienced with Aggression. **Please talk to us if you have concerns in this area, sooner than later (as reactivity/aggression is always best addressed earlier than waiting **and** in [Private Training Sessions](#)).** **We want you to succeed.**

Blinds/Barriers: Blinds/Barriers are available and will be used as need to help with Group Classes to separate dogs/handlers in their seated locations. These blinds give a visual break to aide fearful, excited, and/or overly barky puppies/dogs. They are a benefit to give puppies/dogs a chance to relax and focus, as well as their Handlers.

Cell Phones: OFF during all Group Training Classes and Private Training Sessions. Please turn Cell Phones completely off, no texting, no phone calls, no web surfing. Cell phones on are extremely disruptive to Class, Students, and Trainer. **“Please give your puppy/dog 100% of your attention and allow other Clients the same opportunity as well as your Trainer”.**

If you have a special one time need/**serious** situation at home/work and need to leave your phone on vibrate please let us know as soon as you come in. Example: seriously ill family member/dying or you are a Doctor whose patient is about to give birth or on Call, or a Veterinarian on Call. If you get the call and need to leave class, please refer to your homework that was e-mailed out to you, so you may stay up with the class.

Certification of Completion for Group Training Class Requirements: Puppy/Dog must complete/attend 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.**

***Children age 10 years and older:** “Well behaved children age 10 years and older accompanied by their Parent and/or Legal Guardian are allowed **and** encouraged to attend puppy classes with parental supervision (at

all times, as minors are unable to attend without adult supervision)". In some instances it is advisable for 2 adults are present to balance out working with/focusing on puppy/dog and child's individual needs, so the puppy gets the maximum training/bonding time with its family. **Children do NOT pick up Puppies/Dogs in Class – Adults ONLY may pick up and carry Puppies/Dogs for Puppy/Dog Safety!**

Adults have priority seating over children. **Parent &/or Legal Guardian must be present during Class.**

Children attending ages 10 and over must be well behaved and not disruptive to the puppy classes, other students, and trainer (examples but not limited to: no running, no yelling, interrupting the trainer while talking/giving a class demo, standing or lying on chairs, out-talking the trainer/other Clients, up and down up and down in chairs, in/out/in/out of the training facility, etc.) for their safety, safety of puppies, and clients in class, **&** as well as out of respect for the other paying clients there for "puppy/dog training". **One** warning will be provided. Children unable to comply will not be allowed to attend group classes, trainer decision is final.

If a child is no longer able to attend due to disrupting the class parents will be notified in writing via e-mail, it is the parent's sole responsibility to make arrangements for child care at home so they may come and train the puppy in the "puppy and/or dog" class. No refunds.

Please understand Clients are here to train puppies/dogs and need to be able to hear the Trainer and focus on their puppies/dogs Training. Likewise the Trainer as well needs to be able to focus on paying puppy/dog students/humans and not supervise/babysit Clients children". With people like puppies/dogs it is all about the positive experience. "Sincere Thanks".

ONLY said Minor Children above of your Household/Immediate Family of Puppy Guardian/Owner may attend Classes and Private Training, as they are covered by your Signed Liability Release. **Please do NOT bring Minors/Children that are not yours to Class, as they will be unable to attend.**

***For Children age 9 years and younger and/or childcare issues we do offer Private Lessons** by appointment for both puppies and dogs and their families. Standard **Private Lesson Fee** applies.

Class Announcements, Changes, Adjustments, &/or Cancellations are provided by E-mail: Before coming to each Class each week, it is Client's responsibility to check their e-mail (not phone) for any updates to classes or cancellations (for example if Trainer is out sick suddenly), if a Field Trip has been cancelled due to being rained out or excessive heat, or if a Class starting date has been adjusted to a new date. Homework, additional reading assignments, etc. are provided by e-mail. It is student's sole responsibility to check for and to read, to keep up with the class. We provide the Tools, it is up to you to use and apply them.

Class Weekly Correspondence: It is solely the Clients responsibility to please check their E-mail before coming to every weeks Class, as ALL Class Correspondence is sent out via E-mail, 'not' by phone calls. **This includes, but limited to:** Start/End Dates Adjusted, Trainer Out Sick/Class Canceled, Homework E-mails, Additional Reading Assignments, Important Reminders, Etc. **We thank you in advance for your due diligence and for helping us keep our Classes running smoothly and efficiently for all.**

Classes (Puppy or Dog) - We require 1 Adult Handler per Puppy or Dog in Class: If you have multiple Puppies/Dogs in one Class, you must have/need 1 Adult Handler per Puppy/Dog in Class.

Class Sign Ups/Online Session Notes: Please read the “**Session Notes**” for specific details about the Class you are signing up for. **The Online “Session Notes” are in a LIGHT YELLOW BOX at the bottom of every Class Details Page** (at the top of the page there is even highlighted in YELLOW reminder referring you to the bottom of the page for those very specific details). These are **IMPORTANT** details specific to that Class - Lecture Times (as may be different than your Class times, as other Classes can be combined for ONE Lecture), Days No Classes (Holidays/Days Off/etc.), an Estimated Week #6 Class Graduation Date), **and** a reminder to make sure you allow Flexibility in your Schedule in case of a Class wrapping up later than planned (due to Trainer Illness/Out Sick, Injury, Emergency, Act of God beyond our control for example but not limited to – where we add a week/weeks immediately on to the end until you Graduate/Complete 6 Weeks as a Group).

Class Set Up: LEAVE IT WHERE IT IS PLEASE – DON’T move Chairs/Etc. The Class is set up for each Class very carefully and planned out – Please DO **NOT** move chairs or blinds. Leave it where you found it, it/they are there for a reason. If you need help, please ask, we will then adjust or deny as the Class/Puppies/Dogs require to be set up for success not failure! Never use the Trainer’s Equipment or Other Class Mates. If you need something please ask. If you forgot your Stuffed Kong Toy or Bully Stick for down time or Treats, please go over and shop at Village Pets BEFORE Class starts. **Human Drinks** are allowed that are sealed/have solid lids. Do **NOT** sit them on my stuff! **If you ruin it – you replace it.** Keep your drink secured with you, with your Stuff. If you spill it – you clean it up immediately and report to us instantly please. **Dog Water** – We have water provided inside the Restroom for the Dogs. If you bring your own – you are responsible for cleaning up immediately all spilled water please. **Questions in Class** – Please ask.

Collars & Leashes: Buckle Collars, Flat Collars, Front Clip Harnesses (example: Sense-Ation or Sense-Ation by Soft Touch Concepts or Freedom Harness), Gentle Leader Head Halters, Regular Harnesses (that hook on up on top of the dog), & Alpine Outfitter’s Adjustable Urban Trail Harnesses (they have both a front and back clip) are all okay. 4, 5, or 6 foot leather, nylon, or cotton leashes are okay (quality leather leashes are recommended for puppies/dogs who are past the chewing stage for comfort of owner’s hands).

For puppies/dogs that are big time pullers &/or for owners with physical limitations: Positive anti-pull devices are recommended. **Examples:** Sense-Ation or Sense-Ation Front Clip Harnesses by Soft Touch Concepts (available at the Training Facility and includes a fitting or online or by phone direct with Soft Touch Concepts or at Village Pets next door (as the Brand, is not available at local box pet stores), **or** the Freedom Harness (available online) both a Front and a Back Clip Harness or Double Rein Option **or** Gentle Leader Head Halters (available at local Pet Stores or Online and come with an Instructional DVD).

For Toy to Small Breed Puppies/Dogs that are pullers, it is not recommended normally by Veterinarians that they be walked on collars as can do damage to their necks/trachea. Instead choose a regular harness or positive anti-pull device while training for safety versus a collar.

No Choke Chains. **No** Prong Collars or Harnesses. **No** Shock, Slip, **or** Chain Martingale Collars.

No Flexi-Leashes (**No** Retractable Leashes)

No Chain Type Leashes (as can break teeth and are hard on owner’s hands to control Dogs)

No Citronella Barking Collars in Class.

No wrapping leashes around puppies/dogs waist in a quick fix for pulling or harsh equipment.

No Poop Bag Dispensers and Poop Bags attached to your Leashes, while you are in Class and/or Private Training Mode with your Instructor. On your own time – your call. I personally and professionally prefer mine in my Pup Republic Treat Pouch – It has 2 spaces for Pooper Rolls.

Coming/Going-To/From Facility: Please do not wait or stand in front of the Salon to the left of the Training Facility. Please wait in/by your car with them until time to potty pups/dogs and come into class. Please avoid standing with barking pups/dogs in front of other open businesses, as it can be very disruptive to their business. Please not stand in front of Salon to our left or any other open businesses. Wait quietly directly in front of our Training Facility or in your Vehicle until we open. If pups/dogs are barking please wait by your car or further out into parking lot until pups/dog quieted, then enter when your class time arrives and is time to enter facility. We try hard to respect the other businesses and their clients to promote good will and a good relationship. **We thank you kindly in advance.**

***Come Watch a Class - Please Make an Appointment:** 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 or dog) a Wk#2-#6 Group Class currently in session, 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 of a current Class Session, to see if Class is good fit for you and your dog = No Charge - **By Appointment is welcomed.** A Signed Liability Release required - Week #2 through #6 Current Class in action with puppies/dogs being trained, not a Week #1 Introduction Lecture. Live in Family Members/Life Partners may attend Group Classes, as a family working with their family puppy/dog no charge. Special one-time Guests need to be approved. Auditors (no dog/no live in family member in Class) are not free - Auditing Fee applies per Class you watch. **Questions? Please contact Cindy.**

Comfort Zones of Puppies/Dogs in Class: While one of the goals of this class is to socialize puppies/dogs – other puppies/dogs equal good and happy things from their Handler, it is important to realize that each puppy/dog will have to find its own ‘comfort zone’. We all need to be aware of how our puppy/dog is responding to a particular situation, or how other puppies/dogs are responding to ours.

In classes and elsewhere as you travel about, ALWAYS, ALWAYS, ALWAYS be willing to remove your puppy/dog from situations they/you are uncomfortable with. **It’s all about POSITIVE experiences!** Please pay attention to your puppy/dog, its body language, and be supportive if your puppy/dog is fearful or unsure both during class time as well as play time.

If you have an excited &/or rambunctious puppy/dog please do not let it rudely blast into the space of another puppy/dog that may not appreciate wild greetings &/or be scared (it can make them more afraid &/or reactive). Avoid letting your puppy/dog stare at other puppies/dogs, as it may be taken as a perceived threat.

Please keep a hold of your leash at all times in YOUR HAND (not foot/feet).

Do not let your puppy/dog into the space of a puppy/dog that is chewing on a Chew Toy or Stuffed Toy for example; as they may resource guard it to protect what is theirs. Please respect other puppies/dogs comfort zones whether standing/sitting/lying down with their owners by their chair or out on the Training Floor working.

Again the goal is always about positive interactions, positive experiences, and promoting calm behavior and focus on their owners and nice puppy/dog-puppy/dog greetings, instead of wild out of control greetings. Keep it safe for all.

We want to take the opportunity to practice nice behavior, capture it, and reward.

'Complimentary' Optional Socialization Sessions in our Group Baby Puppy Classes are "Complimentary and Optional" for appropriately playing puppies who paid for and attended the 45 minute Class time prior that session. Play Sessions (whether off or on leash depending on the class) are not required, they are however encouraged. Sessions are all about POSITIVE exposure 😊 Sessions are not puppies pounding on each other in off leash play.

Please Note: Clients are paying only for the Group Class 45 Minute Time/Space not the 'complimentary' on or off-leash playtime. To attend the Socialization Time, you must have first attended Class that Week.

Please understand the goal of the optional/complimentary socialization puppy time (playtime &/or meet and greet time) on or off leash is to provide the 'bulk' of the puppies in the class with a 'positive' experience. "The goal is to set the puppies up for success, not failure."

When warranted we will and do pull a puppy from the play session for the good of that puppy (so it does not have a chance to practice undesirable &/or aggressive behavior) and for the good of the other puppies in class (so they are only receiving positive, fun, appropriate, and safe play and interactions).

We do not promote wild, aggressive, or rough play &/or on leash greetings in class or playtime.

In the rare instances that the puppies in class as a whole are not a good match up for play time (whether due to size or play styles for example), instead on leash fun time will be provided to build puppies confidence and assist in bonding with their family, in it's place.

Trainer decision is final. No refunds. Safety is a priority and the positive experience by the Group by majority. Bully Puppies and/or Aggressive Puppies are not allowed the opportunity to teach to other puppies.

Puppies/Dogs on Site/Shopping Center: The **ONLY** Puppies/Dogs that are allowed on site (Facility & Parking Lot) during Group Classes are the Puppies/Dogs in paid Class Spaces. All other Dogs should be left at home. This is a liability issue. Please bring **ONLY** your paid Class Puppy/Dog and give them your 100% undivided attention/focus.

Exercise Pens up and latched closed to divide the Play Sessions: For Safety please do **not** step over **or** open up to walk through. This rule is in place both for your safety and for the puppies safety as well (we do not want to chance you tripping and falling/stepping on a puppy, hurting yourself, or letting a excited puppy the chance to shoot through an open gate and onto a shy puppy to give it a scary experience). *If you need out or need potty*

*clean up mop or products, please just get the Trainer's attention and we will come and assist you. **Safety is the key.***

Feeding Meals around your Class Time, Pre-Exercise before Class, & Pre-Potty at Home: To prevent your puppy/dog from being a slug and sleeping through class, it may help to feed him no closer than 4-6 hours prior to class (unless otherwise advised by your Veterinarian), and to give him ample 'down time' a few hours before class starts (please contact us for any health concerns).

For high energy puppies/dogs allow them time to have ample exercise, mental stimulation, play time, and a nice nap during the day prior and of to attending your Class, so you have a more relaxed and focused puppy/dog to work with.

Also give him a chance to relieve himself at home. Most puppies are excited in a new environment and find it difficult to get down to business.

For Special Needs Dogs with Medical and/or Diet Issues and/or Restrictions – Please speak with your Veterinarian for Medical Advice.

Front Door Capture Area Safety: When you come or go to or from the Training Facility, you will find a safety capture area by the front door. **One puppy or dog and family only in the area at one time** (for those with more than one puppy/dog in class, please divide up your entrance).

Both the front door and inside safety gate are NOT to be open at the same time for safety for all! This system is in place to protect the puppies/dogs inside from escaping while other puppy or dog is entering or leaving the Facility.

Please keep entrances and exits from and to the Training Facility safe for all. Again, please never have both open at the same time for safety!

Exception: There is an emergency (example a building fire) and everyone needed to get out quickly in an orderly, safe, fast fashion.

Other than taking a puppy/dog outside to go potty when/iuf needed, please do **not** go in and out/in and in/out the door during class or play, as door activity is very disruptive to the class and could be potentially unsafe. Please remain inside and focus/have fun with your puppy/dog and family for the duration of Class from beginning to end. Please be prompt and on time, to avoid disrupting the Class.

Litter Box – Inside - for Puppies 16 weeks and Under Only: We provide an Inside Litter Box to give young puppies, which do not have all their vaccines yet, a safe place to go potty (pee or poop).

Pee in Litter Box: If puppies pee, you leave it; do not have to clean it out.

Poop in Litter Box: Need to remove. Pick it up with a bag and throw away in trash can that is provided with a lid. If smears on the litter box just need to wipe it clean with Clorox or Lysol Wipes.

Scattered Litter: It is YOUR responsibility to please pick up and put back in the Litter Box if your puppy scatters dog litter out onto the floor/outside of the Litter Box. **Do not leave for someone to step and slip on!**

Assistance: If need help balancing cleaning/picking up and puppy please just ask us for assistance, no worries, as we realize it can be hard to balance clean up and puppies at the same time.

K9 Nose Work Classes, Sniff & Gos, & Seminars/Workshops – Rules and Structure: In addition to these rules, K9 Nose Work Classes have their own additional rules/procedures that are provided via E-mail and/or Handouts and are carefully discussed at your Week #1 Human Lecture/No Pups or No Dogs.

Make Up Lessons for Group Classes: There are no free make up group classes available. All of our classes are small sized to allow for a more personalized experience and classes of the same type are on different number of rotation weeks. If a Client misses a week(s) the homework is e-mailed out.

Please note: We do offer a one time 45 minute Make Up session as a Private Lesson for \$55.00 by appointment at the Training Facility (Wednesday, Thursday, or Friday Morning or Afternoon by appointment. Offered by appointment only- limited availability).

No Marking/Leg Lifting: For adult dogs please watch/pay attention that they do not leg lift/mark on the walls, equipment, or any other areas. Please pay attention as some male dogs are prone to leg lifting/marking behavior (even some younger puppies/dogs have been know to do so). **No marking on the agility equipment (\$5.00 cash** special clean up fee). *If it happens, please let us know right away, so you can quickly, properly, and thoroughly clean it up or we may have to take home to properly clean.* Thank You.

Off Limit Areas/Trainer use only: In the back of the Training Facility is our Storage Section & Agility Equipment Storage Area closed off behind exercise pens, bathroom storage cupboards, microwave, refrigerator, and Trainer's Dogs in Crates, are all for Trainer use only. **Please do not disturb. If you do not own it, please do not use it. Questions? Always ask first please, do not assume.**

If Trainer has her dog(s) in crate(s) in the back of the Training Facility please respect their space and do not allow your puppies/dogs, children, or people with in 5 feet of their personal crate/space so they do not feel threatened or trapped, please give them a chance to rest when not working. "Thank You".

If unsure please ask the Trainer. Again safety is the priority here.

On Leash Required: Puppies and dogs are required to be on leash (not loose or unattached from owner or off leash) and attached to owners at all times whether inside the Training Facility, in the Parking Lot, or at an Offsite Group Class or Private Lesson in public for safety. Long Lines may be used in outside setting (example a park) to stay safe (puppy, dog, and general public) while working with long distance recalls and stays, and to respect CA Leash Laws. Owners purposely disregarding and not following these safety requirements will be immediately be excused from current and future Lessons/Classes, no refunds.

"The only Off Leash exception is inside the Training Facility – with Instructor Approval - is during the designated off leash play sessions for young puppies or Classes geared for specifically for off leash time, example: Agility for Fun Classes, K9 Nosework Classes, again during designated times only".

If in doubt whether inside the Training Facility or Offsite, please ask before unleashing always for safety, for not only your puppy/dog, but for others (people, puppies/dogs) in class/when outside the general public (people and other animals). **Dogs should be attached to leash, held in your hand.**

Online Group Classes & Private Consultations/Lessons: COMING SOON! We are shooting to start **Online Group Training &/or K9 Nose Work Classes and Private Consultations/Lessons – Please stay tuned!** Online 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.

Parking: Madison Plaza has a lot of marked designated parking spaces and is a very large lot, parking is plentiful. Please do not park between buildings or in the alley/emergency fire lane behind the buildings. Do not parallel park in special parking spaces reserved for Medical Supply Store. **Disability Spaces are clearly marked and are only for those who have Disability Plates &/or Hanging Tags. Drive the correct direction in the Parking Lot.**

Perfume/Cologne/Smoke: Please **avoid** wearing perfume/cologne &/or smoking prior to/& in Training Classes and/or Private Training Sessions, due to other Clients (human and dogs) and/or your Trainers severe allergies and/or asthma. **Asthma/Allergies can be very serious not only for your Trainer/Instructor, but for other Human/Dog Classmates!**

Potty Accidents Inside Training Facility: It is owner's responsibility to quickly and thoroughly clean up all potty accidents (both urine and poop). Please do not panic, it is completely normal and it happens with puppies (often in puppy classes, especially for young puppies &/or new puppies to classes), you just clean it up. Please ask us if you need assistance as we realize it can be hard to clean up messes and balance puppies at the same time, no worries.

Pee Accidents: Need to be cleaned up by mopping until urine has been cleaned up.

Poop &/or Vomit Accidents: Need to first be picked up with a pooper bag, then cleaned with paper towels and spray if runny/smears, then floor sanitized with a Lysol or Clorox Wipes, and mopped last.

Clean Up Disposal: A trash can with a lid is provided inside to dispose of all smelly waste. There is also an outside Poop Waste Trash Can designated for the outside potty area.

Potty Breaks Outside of the Training Facility: Please try and pick outer areas in the parking lot (dirt/grass – no man made surface) for potty breaks, away from businesses/cars/manmade surfaces/flower beds.

Please ALWAYS pick up all poop, diarrhea, or vomit waste outside of the class room. If messy and hits pavement or sidewalk, please ask for water to rinse with, so no chance of someone stepping in and tracking on shoes. Please do not let puppies/dogs pee, poop, mark on the sidewalks, sides of buildings, cars, man-made surfaces, etc. **See a poop that is not yours? Please adopt & pick up.**

Refunds for Group Classes: 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 \$35.00 processing fee. All requests for refunds or credits may take up to 30 days. 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.

Special Coupons/Ooffers: No Refunds – Purchase Final. No Transfers. No Free Make Ups

Clients are purchasing a specific class space and time. The no refund or not transferable class policy applies whether client or puppy/dog is or is not present for class. No refunds will be given for drops/no-shows. Class payments are not transferable to other Classes or Private Training. No exceptions. Private Training is not transferable to Classes. No refunds for no shows.

Please choose your class type, date, and time carefully with your schedule. As we offer small class sizes to allow for a more personalized experience, there are no refunds and classes are not transferable to other Classes or Private Training. For Clients who miss a week &/or weeks of classes the homework is e-mailed to them so they may keep up with the class by practicing at home.

If you are unsure if we are a right match, we invite you to please contact us to make an appointment to come and watch (without your puppy or dog) a group class currently in session, before joining/signing up, to ensure we are the right fit for you and your puppy or dog. Thank you for taking the time, in advance.

Refunds – Private Training: Fees are due at time of booking appointment in full. If you have not provided your Coupon at that time or Discount Code, there are no after the fact Credits/Refunds.

Cancellation or reschedule requests must be made in writing a minimum of 48 hours or more to receive a refund minus a \$35.00 processing fee. Refunds will be processed and sent out within the next 30 days. Requests must be sent in writing. If you attend a Week #1 Lecture of an earlier start date Class in advance, you have officially started your Class Program, there are no refunds once attending a Week #1 Lecture.

Cancellations, Rescheduling, and/or No Shows, 48 hours our under, will forfeit their Full Paid Lesson Fee, 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.

Restroom Inside our Business = NO PUBLIC RESTROOM AVAILABLE: The Right Steps is open by appointment only to Clients, as writing on front door states. Business is unavailable to walk-ins.

There is no public restroom available. Paying Clients by appointment only may enter the Building by with a completed and signed Liability Release.

ONLY Toilet Paper goes in Toilet (NO other items)!!!!

The front door and inside/outside of the bathroom door is labeled clearly "no public restroom". Please refer any questions to Cindy directly. Thank you in advance for your understanding.

Rough handling, of puppies/dogs will not be tolerated whether by adult, teenager, or child at any time:

This includes but is not limited to: slapping or hitting your puppy, alpha rollovers, and rough scruff holds/shakes, collar/leash jerking corrections, or hanging by collar!

As this is a positive puppy/dog training class, there is a "zero" tolerance policy to any and all rough handling of puppies/dogs in class. Owners will receive a polite, but immediate reminder to please handle their puppy/dog with more positive methods and respect in class and play.

If rough handling occurs a second time, the owners and puppies will be asked to immediately leave the training facility and will not be allowed to continue any remaining classes. Homework will be e-mailed to the puppy owner for any remaining classes; however "NO" refunds will be given. This policy is not negotiable.

Please understand, rough handling is not only uncomfortable and dangerous for the puppy/dog being handled, but uncomfortable for the other Students and Trainer as well. If you are feeling frustrated with your puppy/dog, please address the issue with the Trainer before frustration mounts; other training options such as Private Lessons to work on issues beyond the scope of the Group Training Class are available (Standard Private Lesson fee applies).

We understand puppies/dogs, like small children and teenagers can be frustrating; we are here to assist you and your puppy/dog in surviving the experience so you may enjoy a quality lifelong relationship. Our goal is to create and promote a fun, positive, and quality learning experience both for puppies/dogs and owners/families in classes.

Shoes: It is advisable to wear **CLEAN/NO MUD/NO DIRT** Closed Toed Shoes, with soles that provide good, stable traction to classes! Please understand thongs and other opened toed shoes are truly not appropriate foot wear for Training Dogs safely (you risk slipping/falling/dogs stepping on your feet). **Please avoid** open toed shoes, sandals, thongs, high heels, etc. that can cause you to slip or fall. If you wear inappropriate foot wear, you do so at your own risk, liability, and acknowledgement of said fact. **Please Note: Proper Foot Wear is required for our K9 Nose Work & Agility Classes!** Clients showing up to a K9NW or Agility for Fun Class in open toed shoes will be unable to participate for safety – No Refunds. Safety is our priority.

SHOES MUST BE CLEAN BEFORE ENTERING: **Reminder Please** – as the old saying goes “your Mother does not live here” – **you need to come in with clean shoes please, do not track dirt/mud unnecessarily into the Facility.**

Sick Puppies: Please do **NOT** bring sick puppies/dogs to class as they can be highly contagious to other puppies/dogs. Signs of a sick puppy/dog (but not limited to): not eating, not drinking, vomiting, blood in vomit, diarrhea, blood in diarrhea, lethargic, coughing/hacking (sounds like a barking seal), sneezing, reverse sneezing, grumbly and sensitive to the touch, to name a few. Kennel Cough, Canine Flu, Parvo, Distemper, Lepto, Giardia, Coccidia are all **HIGHLY** contagious. **Puppies cannot come back to a class to continue until The Right Steps receives written and signed verification from your Veterinarian on their Letter Head, that puppy is safe/no longer contagious and may return to an Inside Group Class.** We take the health of our puppy/dog students and our own dogs very seriously. **You** may attend class and audit no puppy/dog, so you may apply at home once puppy/dog is healthy, if nothing contagious can track into facility. **You may attend/watch class without your puppy/dog, while it is out, to help better apply at home once puppy/dog is well. There are no free make ups.**

Spay and Neuter/Heat Cycles: Although we support spaying and neutering your puppy/dog, please refer to your individual Veterinarian on the best time to spay or neuter your pet. Please understand the general rule from Veterinarians for puppies with no complications is no running/playing type activity is 10 to 14 full days. Veterinarians generally allow puppies to attend class after a minimum of one week (7 full days) after spaying or neutering, and attend the play sessions after 14 days for those in the Surviving Puppyhood Class – as long as no complications. For the safety of the puppies please strictly follow your Veterinarians directions.

Please Note: Dogs in Heat CANNOT participate in classes while in season – No Refunds.

It is your responsibility to schedule you puppy's spay or neuter best so that it does **not** impact your scheduled class. For their safety puppies spayed/neutered under the advised time by your Veterinarian will not be allowed to attend class or play time. Owners may come to class without their puppies and watch the session, to apply training at home, for the time they missed coming to Class with their Puppy/Dog.

Puppies/Dogs in heat are unable to attend classes. Owner is responsible for avoiding heat cycles.

Special Requirements: If you have hearing difficulties or other special physical needs (**example:** you have a bad back and should avoid bending over) we should be advised of, please let us know, as we try hard not to leave anyone out. For example clients with hearing difficulties, we will try and go to first after doing the class demos, to make sure they understand the exercise, then go on to assist the other students. Or in the example of a bad back, the Trainer can come up with creative training ideas that do not include bending over. **Also,** you are welcome to bring with you an Adult friend, family member, care giver, or assistant to help you during the class, with your puppy/dog, and training exercises. **Please remember we also offer Private Training Options as well, if Group Classes are not appropriate for your needs. Please decide this before signing up for a Group Class.**

Smoking: No Smoking inside Training Facility or in front of the building. Please avoid smoking within 60 feet of our building and before a Class. **NO SMOKING. For those with asthma and allergies can be dangerous. **No Smelly Perfumes/Lotions** as those also can endanger asthmatic people. Your Trainer is very sensitive, to her wellbeing and others, as she is both very allergic to Smoke and Asthmatic.**

Technical Difficulties: Sadly please remember the Trainer/Instructor is not psychic - If you are feeling **frustrated** because your puppy/dog is either to hyper, too shy, or too barky to be able to work and focus on you and/or you do not understand what we are working on - please bring it to our attention right away (if we happen to miss it for any reason). There are things we can do to help you both out while we teach you to get and maintain your puppy's focus &/or build its confidence. We can put up a visual barrier to divide your puppy/dog from the rest of the room to help you both relax and focus. As you are able to start to work together as a team, as puppies/dogs confidence increases, &/or barking decreases the barrier goes away (sometimes a bit at a time versus all at once). Again goal is to help set them and you up for success. It really does work.

In the event that you experience ‘technical difficulties’ with your puppy/dog, please don’t wait until class to discuss them with me. Many problems have simple solutions. The whole purpose of these classes is to offer support to the puppy/dog owner! **"Please e-mail. Remember, we want to know, so we can assist you to succeed"!** We return both phone messages and e-mails on Wednesdays, Thursdays, and Fridays between 9:00a.m.-4:00p.m.

Please bring any concerns to our attention sooner than later. In order for us to address any issues, we need to be made aware of your concerns or questions. We work hard to promote good relations between our Clients and The Right Steps. If we are kept in the dark, it is impossible for us to try and help our Clients to better succeed.

For more complicated behavior issues that cannot be resolved with a quick phone call or e-mail and/or are beyond the scope of the Group Training Class, we do offer Private Lessons In-Home, at our Training

Facility, and Offsite (example a park) on Wed., Thurs., & Fri. by appointment. [Private Training Fees Apply.](#)

Vaccination, Examination, & Time in Your Home Requirements for Puppies/Dogs: New puppies/dogs to your home must be in your home for more than 10 days before attending their first class with the puppies/dogs (for safety, this allows you time to catch any major & contagious health issues before bringing them to class), and have proof they have been examined by your Veterinarian, and be up to date on all vaccinations (based on age).

Veterinarian Exams: For New Puppies/Dogs to your home (including Breeders who are keeping their own puppy from their litter) must have been examined by your Veterinarian before attending their first class (this policy is in place for safety, as this allows your Veterinarian time to catch any major &/or contagious health issues or risks before bringing them to class). “Veterinarian Receipt/Invoice Copy is required; this needs to be a copy we may keep for our files”.

Puppies under 16 weeks of Age: Must be current on vaccinations based on their age. Puppies under 16 weeks of age must be current and kept current in their vaccination schedule (7 weeks to the day and after), until all vaccinations have been given at around 16 weeks of age and Rabies. Proof of all Vaccinations to date and going forward as they receive the remaining vaccinations copies are required, copies we may keep on file. Needed: Any Signed Breeder Statements or Veterinarian Receipts/Invoices of Vaccinations given before you got the puppy. After you get the puppy need to provide your Veterinarian Receipts/Invoices of vaccines and exam, copies we may keep for our files.

Puppies & Dogs over 16 weeks of Age: Must be current on all vaccinations. Once Rabies vaccination has been given 6 months of age or younger, please provide a copy of the Certificate we may keep on file for your puppy. Proof of all annual vaccinations are required (Veterinarian Receipts/Invoices), copies we may keep for our files.

Bordetella (also known as Kennel Cough) Vaccine: Although is not required, it is ‘highly’ recommended every 6 months as it can be highly contagious to other puppies/dogs, especially for high risk dogs. Please discuss the benefits with your Veterinarian. This is a vaccination Veterinarians, Trainers, Boarding Facilities either highly recommend or require with dogs that are around other dogs in public settings (**examples:** Boarding Facilities, Dog Parks, Groomers, Group Classes, Dog Sports, Competition Dogs, Confirmation/Show Dogs, walking out in public where there are other dogs – especially if you Travel out of the area) as they are at a higher risk level to pick up and pass on (sometimes even when showing no symptoms). Although normal healthy dogs may easily seem to heal from Kennel Cough, other puppies and dogs do not and are at a much higher risk if you expose them to your sick dog (example: young puppies, old dogs, puppies or dogs with auto immune issues as these dogs immune systems may not be able to fight them off as well as a normal healthy adult dog).

The New Canine Flu Vaccine: **We highly recommend you speak to and discuss with your Veterinarian about getting this Vaccination for your Puppy/Dog – Especially for high risk Puppies/Dogs (examples:** Boarding Facilities, Dog Parks, Groomers, Group Classes, Dog Sports, Competition Dogs, Confirmation/Show Dogs, walking out in public where there are other dogs – especially if you Travel out of the area) as they are at a higher risk level to pick up and pass on.

Owner given vaccinations are not recognized: For safety in our Classes we **ONLY** recognize vaccinations given by a Licensed Veterinarian &/or Licensed Technician (for the Veterinarian) with written proof provided. For proof of vaccinations please provide copies (we may keep) of your Veterinarian’s actual individual

Receipts/Invoices (as it gives their details and shows what vaccinations were given and when/is very specific).
“Sincere Thanks”.

Titers: For dogs over 2 years of age who are doing Titer Tests. Please discuss with us **before** signing up for class.

Special Health Needs: Please discuss with us **before** signing up for class.

Video/Photos: **No** videotaping, **No** recording, or **No** photography is allowed of Class, Students, Trainer, or Puppies/Dogs-please-to protect the privacy of our Clients and program. **If** special circumstance and you are looking to video/photo **your** puppy/family, please address with us **BEFORE** videoing/photography (no recording/videotaping), for special approval – Please ask. **If approved is for your viewing only at home; videos and photos may not show up on social networking sites like but limited to Face Book, You Tube, Etc. Thank you in advance.**

Video/Photos taken by Cindy C. Smith & The Right Steps: Cindy C. Smith & The Right Steps occasionally will take videos/photos of puppies/dogs working. These photos may be used for advertising purposes (examples: our Flyers, Newsletter, Blog, Face Book, and/or Website). These are owned by Cindy C. Smith & The Right Steps – Copyrighted. **If you are not interested, please let us know IN ADVANCE, so we may exclude your puppy/dog from video/photos.**

Repeated violations of any of the above Facility Rules may result in removal from the training site, at the discretion of The Right Steps Trainer. In such cases, **no** refunds will be given. **Please understand safety & providing our Clients (animal and human alike) with a fun and positive training environment is a priority for us! We thank you in advance for helping to make a safe and fun training environment!**

