

The Right Steps Payment, Cancellation, & Refund Policy

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.

Before attending the first class all paperwork and payment must be received, as spaces are limited and are given out in order of applications received.

Payment may be made by Check, Cash, or Credit Card (via Pay Pal online).

Once 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. 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.

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:

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 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.

Plan spays/neuters carefully around your class schedules versus during, as puppies who have just been spayed or 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 or neutered to come to class and risk injury for their own safety.

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. We try to avoid changes of Class Start Dates, but occasionally it may occur. Students who have signed up and paid are notified via their Individual Class Confirmations & Details of the change.

Group Classes Cancellations & Refunds Continued....

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.

Clients choosing to cancel a class must provide their request in writing by U.S.P.S. Mail or E-mail to cancel any and all Group Puppy and/or Dog Training Classes.

Refunds: Notification of cancellation must be received in writing at least one (1) week prior to the first class session for a full refund. Cancellations received between one (1) week and 48 hours prior to the first class session will only receive a 50% refund. No refunds will be given for cancellations less than 48 hours prior to the first class session or no-shows. No refunds will be given for drops/no-shows. Class payments are not transferable to other Classes or Private Training. No exceptions.

It is the Clients sole responsibility to follow up to insure their written request has been received. If we have not received it, no refund or partial refund will be granted.

If you are unsure if we are a right fit for you or your puppy/dog, we invite you to please contact us 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.

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

Payments for Private Training & Day Training are due in full a minimum of 48 hours before your first Private Training Appointment to purchase your appointment date, day, and time as we have a limited number of days and hours allotted for Private Training. No refunds for last minute cancellations (48 hour notice minimum required) or no shows . Fees forfeited if notified 48 Hours & under.

Payments for Day Training are due in full 48 hours before the first Wednesday of the month, for a calendar month, of scheduled Day Training Appointments.

Payment may be made by Check, Cash, or Credit Card (via Pay Pal online).

Once payment is received in full, we e-mail out your Private Training Confirmation. Private Training Confirmations are e-mailed out only on Wednesdays, Thursdays, and Fridays.

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

Please understand we offer only a limited number, hours, and days for Private Training Appointments. Please choose your Lesson Date and Time Carefully. It is important to schedule a day and time you will be able to give us 100% of your undivided attention, as well as pick a day and time you are sure to be able to be available.

Private Lesson, Private Training, &/or Day Training Continued....

Clients are purchasing a specific Date and Time.

Private Training Appointments are not Transferable to a new date, day, and time or to a Group Training Class once 48 hours before your scheduled appointment has passed. No refund or transfers for no-shows.

Plan spays/neuters carefully around your Training versus during, as puppies who have just been spayed or 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 or neutered to come to class and risk injury for their own safety.

Clients choosing to cancel a Private Training Appointment must provide their request in writing by U.S.P.S. Mail or E-mail to cancel any and all Private Training Lessons.

Written cancellation requests must be received no later than 48 Hours before their Private Training, in order to receive a full refund. Once received a confirmation of cancellation will be sent by mail. Granted Refunds will be returned a full 10 business days, after the Class Payment was deposited, to insure it has cleared your bank and not been returned to us.

It is the Clients sole responsibility to follow up to insure their written request has been received before the 48 hours to their Private Training Appointment. If we have not received it, no refund will be granted.

Requests received under 48 Hours, before Client's Private Training Appointment, will be denied and no refunds will be granted. No exceptions.

When choosing a Package of Private Training Lessons or Day Training and scheduling their dates, no refunds are available. Dates are not transferable. Lessons must be completed in the agreed time frame or remaining lessons will be forfeited.

Gift Certificates & Special (Donated) Certificates:

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.

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. Our website reflects current prices.

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.

Veterinarian Professional & Pet Professional Business Specials/Discounts:

When presented (maximum 2 per Business/Location) they are available to be used within a 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. Not applicable for puppies/dogs with aggression issues.

*Coupons for New Clients to The Right Steps. Limit one per person and two per business maximum. **Have fun ~ We suggest offering to your staff/employees in a fun raffle!***

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. 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 & The Right Steps is! ~ :o) ~



Mailing Address: The Right Steps, P.O. Box 1717, Fair Oaks, CA 95628