

3RD EYE WATCHING

POLICIES & CUSTOMER TERMS

Effective Date: September 2026

At 3rd Eye Watching, our goal is to provide professional, safe, respectful, and transparent training and services. These policies explain important requirements related to booking, payment, attendance, cancellations, training, services, memberships, and use of our website.

By booking, purchasing, registering for, or participating in an applicable service, class, course, appointment, program, or membership, you acknowledge that you are responsible for reviewing the policies and requirements applicable to your purchase.

Service-specific requirements shown in the applicable booking description remain part of the terms for that service.

1. BOOKING, PAYMENT, CANCELLATION & REFUNDS

Booking & Registration

Advance booking or registration may be required for classes, courses, appointments, training, and other services.

Where payment is required, a booking or registration is not considered confirmed until the required payment has been received and verified by 3rd Eye Watching.

Availability shown online may change, and submission of an inquiry does not by itself reserve a date or guarantee availability.

Payment Options

3rd Eye Watching may offer different displayed prices depending on the payment method selected.

Customers who choose to pay by Cash or Zelle may receive the advertised Cash/Zelle discounted price.

Customers who choose to pay by Card/Invoice pay the separately displayed Card/Invoice price. Card/Invoice pricing may be higher to help offset costs associated with accepting and processing electronic card payments.

Customers are responsible for selecting their intended payment method and following the corresponding payment instructions.

Do not send payment until instructed to do so through the applicable booking, invoice, or payment process.

Refund Policy

All payments for appointments, services, classes, courses, training, and registrations are non-refundable unless 3rd Eye Watching expressly states otherwise in writing.

Failure to attend, failure to satisfy eligibility requirements, failure to bring required documents or equipment, or removal from training for failure to follow applicable safety requirements does not automatically create eligibility for a refund.

If 3rd Eye Watching cancels a paid service and cannot provide an appropriate alternative, we will communicate the options available for that specific situation.

Transfers & Rescheduling

Customers are permitted one transfer or reschedule when the request or self-service change is completed at least 24 hours before the scheduled start time.

Transfers and rescheduling are subject to availability.

Where Wix provides customer self-service cancellation or rescheduling, customers may use those tools. Customers may also contact 3rd Eye Watching for assistance.

Requests made fewer than 24 hours before the scheduled start time are not eligible for transfer or rescheduling, and the registration and fees paid are forfeited.

No-Shows

Failure to appear for a scheduled class, course, or training session without an eligible cancellation or transfer results in forfeiture of the registration and fees paid.

For Live Scan, Firearm Safety Certificate (FSC), and applicable paid consultation/appointment services, failure to cancel or reschedule at least 24 hours in advance and failure to appear may result in a \$30 no-show fee.

Any applicable outstanding no-show balance must be resolved before another paid appointment or service is provided.

The Free Virtual Consultation is excluded from the \$30 no-show fee.

Late Arrival

Customers should arrive on time and prepared for their scheduled service or training.

For applicable appointment services, arriving 10 minutes or more after the scheduled appointment time may result in an extended wait or the need to reschedule.

For classes, courses, qualifications, or regulated training, late arrival may prevent participation when required instructional time, safety briefings, regulatory requirements, or scheduled range activities would be missed.

2. TRAINING, ATTENDANCE & ELIGIBILITY

Customers are responsible for reviewing and satisfying the eligibility, prerequisite, identification, documentation, licensing, equipment, and participation requirements stated for the service they select.

Certain programs may be subject to requirements established by a government agency, licensing authority, issuing authority, range, training standard, or other third party.

Registration with 3rd Eye Watching does not guarantee that a student satisfies requirements established by those entities.

Customers must follow instructor directions and all applicable classroom, range, facility, and safety rules.

3rd Eye Watching reserves the right to stop or deny participation when necessary to protect the safety of the student, instructor, other participants, staff, or public, or when required eligibility or participation conditions have not been met.

3. FIREARMS, RANGE, EQUIPMENT & AMMUNITION

The equipment and supplies included with training vary by service.

Depending on the selected service, items such as:

- range fees
- firearm rental
- ammunition
- targets
- eye and ear protection
- other equipment or supplies

may be included, excluded, required, or available as optional add-ons.

Customers should review the individual service description and selected options before attending. The requirements and inclusions stated for the specific service control.

Customers bringing personal firearms or equipment are responsible for ensuring they comply with applicable laws, range requirements, course requirements, and instructor directions.

All firearms must be handled in accordance with applicable safety rules and instructor/range instructions.

4. YOUTH PARTICIPATION

Individuals under 18 may not independently register, attend, or participate in 3rd Eye Watching services or training.

Youth ages 8–17 may participate only in offerings that specifically permit youth or child participation.

Where youth participation is permitted:

- the applicable child/youth option or add-on must be available for that offering
- the youth must be accompanied by a paid participating adult
- the paid participating adult must remain present for the entire class or service

Youth participation policies do not override legal, licensing, regulatory, or service-specific age requirements.

Certain programs—including CCW, BSIS/professional training, and other regulated or adult-only services—may have separate minimum-age or eligibility requirements and are not eligible for youth participation merely because youth participation is available elsewhere on the website.

5. SERVICE-SPECIFIC POLICIES

Fingerprinting & Mobile Fingerprinting

Customers must bring the identification, forms, requesting-agency information, or other documentation required for their fingerprinting service.

Additional government or agency fees may apply depending on the transaction.

Mobile fingerprinting is available only for qualifying requests and groups meeting the requirements stated in the applicable service description.

The applicable cancellation, rescheduling, late-arrival, and no-show requirements remain in effect.

Ammunition Shipments & Pickups

Customers using ammunition shipment or pickup services must comply with applicable identification, eligibility, documentation, background-check, and other legal requirements.

Customers must wait until 3rd Eye Watching confirms that the shipment is ready for processing or pickup before arriving.

Customers may be required to present:

- valid government-issued identification
- receipt or invoice
- applicable DOJ or other required documentation

Fees, taxes, eligibility requirements, and discounted categories may vary and will be identified through the applicable service or transaction.

Firearm Cleaning & Inspection

Firearms presented for cleaning or inspection must arrive unloaded and locked, with ammunition kept completely separate.

Cleaning and basic condition observations are not gunsmithing services and do not constitute firearm repair.

Customers remain responsible for determining whether additional inspection, repair, or service by an appropriately qualified gunsmith or other professional is necessary.

Consultations

Consultations are informational services within the scope described for the selected appointment.

Any range fees, firearm rentals, ammunition, equipment, third-party charges, or other expenses not expressly identified as included remain the customer's responsibility.

The Free Virtual Consultation is not subject to the \$30 no-show fee described above.

CCW Training

CCW applicants and permit holders are responsible for satisfying the eligibility, application, documentation, firearm, qualification, and other requirements imposed by the applicable issuing authority.

Completion of training through 3rd Eye Watching does not itself guarantee issuance, renewal, modification, or approval of a concealed-carry permit.

Students must comply with the equipment and ammunition requirements stated for the CCW service selected.

BSIS & Professional/Security Training

Students participating in BSIS or other professional/security training are responsible for satisfying applicable eligibility, licensing, documentation, training, qualification, and equipment requirements.

Completion of training does not guarantee issuance or renewal of a license, permit, registration, or employment.

Additional documentation, qualifications, agency requirements, or fees may apply.

Group & Organizational Training

Submission of a Group Training Inquiry does not reserve a date or guarantee availability.

A training date is established only after program details, availability, applicable requirements, and payment arrangements have been confirmed.

Private group programs generally require a minimum of 10 participants, although capacity and eligibility may vary based on the program, location, equipment, range requirements, and type of instruction.

Participants may be required to complete individual registrations, acknowledgements, waivers, releases, or other required forms before participation.

Court-Ordered Firearm Safety & Education

The customer-facing Court-Ordered Firearm Safety & Education program is a 16-hour program conducted over two consecutive days, eight hours each day.

Participants must complete the required program to receive applicable completion documentation.

Scheduling the first day represents participation in the two-day program; participants are responsible for being available for both consecutive training days.

Service-specific inclusions and equipment requirements are stated in the applicable booking description.

6. WAIVERS, RELEASES, SAFETY & RECORDING

Waivers, Releases & Safety Acknowledgements

Certain training, range activities, group programs, facilities, or services may require customers or participants to complete waivers, releases, acknowledgements, or other participation documents.

Where required, completion of applicable documentation is a condition of participation.

A booking or payment does not waive safety, eligibility, documentation, range, facility, or participation requirements.

Participants must comply with all instructor safety directions and applicable facility/range rules throughout training.

Audio & Video Recording — All 3rd Eye Watching Activities

All 3rd Eye Watching classes, courses, training sessions, services, range activities, mobile and off-site services, private and organizational training, workshops, demonstrations, programs, community events, and other 3rd Eye Watching activities are subject to audio and video recording as a standard business practice.

Operational recording is maintained for legitimate business purposes, including safety, security, liability documentation, risk management, insurance, training documentation, compliance, incident review, and the protection of participants, instructors, staff, and 3rd Eye Watching.

By entering a recorded 3rd Eye Watching training, service, range, or event area, or by participating in a 3rd Eye Watching activity, individuals acknowledge that their image, voice, actions, and participation may be captured through audio and video recording.

Operational audio and video recording is a condition of participation and cannot be opted out of while an individual remains in a recorded area or participates in a recorded 3rd Eye Watching activity. An individual who does not wish to be captured by operational recording should not enter or participate in the recorded activity.

If a venue, facility, range, organization, or event location does not permit the operational audio and video recording required by 3rd Eye Watching, 3rd Eye Watching will not conduct the applicable activity at that location.

Operational recordings may be retained, reviewed, or disclosed when reasonably necessary for legitimate safety, security, liability, risk-management, insurance, compliance, documentation, investigative, or legal purposes. This may include disclosure to law enforcement, the California Department of Justice (DOJ), insurance carriers or representatives, regulatory authorities, attorneys or legal representatives, or applicable range/facility management when required or permitted by law.

Promotional & Media Use Is Separate and Optional

Operational recording is separate from authorization to use an individual's image, voice, likeness, testimonial, or identifiable content for advertising, social media, marketing, website content, print publications, promotional videos, or other public-facing promotional purposes.

Students, customers, and participants may decline or opt out of promotional or media use of their image, voice, and likeness.

Declining promotional/media authorization does not, by itself, prevent participation in an otherwise eligible class, service, training program, or activity.

However, declining a photo/media release does not constitute an opt-out from mandatory operational audio and video recording. It does not require 3rd Eye Watching to stop recording or to delete, destroy, or refrain from retaining an

otherwise lawfully created operational recording.

Operational recordings may continue to be maintained, reviewed, and lawfully disclosed for legitimate business, safety, security, liability, insurance, compliance, documentation, investigative, or legal purposes regardless of whether an individual authorizes promotional use.

7. 3RD EYE INSIDER MEMBERSHIP

The 3rd Eye Insider membership is a recurring paid membership providing access to designated members-only resources and benefits.

Current membership pricing is:

Monthly Membership: \$7.99 per month

Setup Fee: \$2.99 charged with the initial payment only

Free Trial: None

The membership renews monthly until cancelled.

The setup fee is not a recurring monthly charge.

Membership payments and setup fees are non-refundable except where otherwise required by applicable law.

Customers may cancel future renewal through the membership/subscription tools Wix makes available to them.

Access to the 3rd Eye Insider Library and other paid-member benefits requires an active 3rd Eye Insider subscription. A free Wix/site-member account by itself does not provide paid Insider access.

If a membership expires, is cancelled, becomes inactive, or payment cannot be successfully processed, access to paid-member content may end in accordance with the subscription status maintained by Wix.

Cancellation does not entitle the member to a refund of payments already made except where otherwise required by law.

Membership benefits and resources may evolve over time. Current benefits may include exclusive safety briefings, self-defense strategies, preparedness guides, members-only resources, training drills, legal updates, and other educational materials.

8. PRIVACY POLICY

Information We Collect

3rd Eye Watching may collect information that customers voluntarily provide through the website, booking system, membership system, forms, inquiries, purchases, or communications.

Depending on the service, this may include information such as:

- name
- email address
- telephone number
- organization or group information
- booking and appointment information
- training interests
- participant information

- transaction or membership information
- information submitted through inquiry forms
- other information necessary to provide the requested service

We seek to collect information reasonably related to providing, administering, communicating about, or supporting our services.

How Information Is Used

Customer information may be used to:

- respond to inquiries
- process registrations and bookings
- communicate about appointments or training
- administer memberships
- provide requested services
- process or verify payments
- maintain business and transaction records
- provide customer support
- comply with legal or regulatory obligations
- maintain safety and operational records where appropriate
- protect the security and integrity of our business and website

Submitting an inquiry does not automatically enroll a customer in marketing communications.

Wix & Third-Party Service Providers

The 3rd Eye Watching website uses Wix and Wix-related functionality to provide website hosting and features such as forms, bookings, memberships, communications, and payment-related services.

Information submitted through these systems may therefore be processed or stored through the technology providers necessary to provide those functions.

Other third-party service providers may process information when necessary to provide payment, communications, scheduling, or other requested functionality.

Those providers may maintain their own privacy practices and terms.

Payment Information

Payments may be processed through Wix or other payment methods made available by 3rd Eye Watching.

3rd Eye Watching does not represent that it independently stores complete payment-card credentials submitted to a third-party payment processor.

Communications

We may use the contact information a customer provides to send transactional or service-related communications concerning an inquiry, booking, appointment, purchase, membership, cancellation, schedule change, or other customer relationship.

Marketing communications, where offered, are separate from communications reasonably necessary to administer a requested service or transaction.

Cookies & Similar Technology

Our website and the Wix platform may use cookies or similar technologies necessary to operate the website and may use technologies related to functionality, security, analytics, or other website features.

Available privacy or cookie controls may depend on Wix functionality and the visitor's location or browser settings.

Privacy Requests

Customers who have questions about personal information submitted to 3rd Eye Watching, or who wish to request access, correction, or deletion where applicable, may contact:

Email: info@3rdeyewatching.com

Phone: (916) 800-3463

Certain information may need to be retained when reasonably necessary for legal, regulatory, safety, transaction, accounting, dispute-resolution, or other legitimate business purposes.

Children's Information

Our website and online booking systems are not intended for children to independently create bookings or submit personal information for participation.

A parent, legal guardian, or responsible participating adult must handle applicable registration for eligible youth participants.

9. WEBSITE TERMS & CONDITIONS

Website Use

This website is provided to help customers learn about 3rd Eye Watching, explore educational resources, request services, schedule appointments, register for training, and access applicable membership resources.

Users agree not to misuse the website, interfere with its operation, attempt unauthorized access, submit fraudulent information, or use the website for unlawful purposes.

Educational Information

Educational materials, articles, resources, training information, safety information, and other website content are provided for general educational purposes.

Website content is not a substitute for individualized legal advice or other licensed professional advice where such advice is required.

Laws, regulations, agency requirements, licensing standards, and issuing-authority requirements may change. Customers remain responsible for confirming requirements applicable to their circumstances.

Service Availability

Services, schedules, instructors, locations, course offerings, membership resources, and availability may change.

Submitting an inquiry does not guarantee availability.

Where a service is subject to government, agency, range, facility, or third-party requirements, those requirements may affect availability or participation.

Intellectual Property

Unless otherwise stated, original 3rd Eye Watching website content, educational materials, branding, graphics, written resources, course materials, and downloadable member resources are intended for personal/customer use and may not be reproduced, republished, sold, distributed, or commercially exploited without authorization.

Purchasing training or membership access does not transfer ownership of 3rd Eye Watching intellectual property.

Third-Party Services & Links

The website may use or link to third-party platforms, payment processors, government resources, ranges, social-media services, or other external resources.

3rd Eye Watching does not control the content, availability, security, or policies of independent third-party websites or services.

Changes to Services or Terms

3rd Eye Watching may update services, website functionality, policies, or these terms as business, legal, regulatory, or operational requirements change.

Material changes will apply prospectively as appropriate and will not retroactively alter completed transactions except where required by law or agreed by the parties.

10. ACCESSIBILITY & CONTACT

3rd Eye Watching strives to provide an inclusive and accessible learning environment.

Customers who need reasonable accessibility accommodations or who have questions about whether a particular class, service, location, or activity can accommodate their needs are encouraged to contact us before booking or attending so available options can be discussed.

For policy, scheduling, accessibility, privacy, or general customer-service questions:

3rd Eye Watching

Email: info@3rdeyewatching.com

Phone: (916) 800-3463

Sacramento, California