



Pine Point Equestrian

Program & Cancellation Policy

At Pine Point Equestrian, we do our best to accommodate each person's time constraints and schedule. Because of this, all of our lessons and/or classes need to be scheduled in advance. Due to the nature of this business, it is imperative that everyone remain respectful of my time and schedule. Clients will be billed, and not presented a make up option, for lessons or classes that are canceled less than 12 hours before the agreed upon date and time.

EXCEPTIONS:

- Extreme Weather: Downpour close to the scheduled ride time that is expected to continue; thunder and lightning; frozen footing; extreme heat; or other severe weather conditions that would make traveling to the barn, or being at the barn and/or in the arena, dangerous.
- Horse Injury: Only horse injuries that are incurred or noticed within the 12 hours prior to the scheduled ride will be an exception to this policy.

I understand that extenuating circumstances do arise and I will be reasonable about this policy. However, there must be clear communication and as much notice given as possible. Please do your best to be on time and to have your equipment and/or horses ready to go by your scheduled time to enhance the quality of your lesson, class, or training session. Please also do your best to give me ample notice of the days and times you can schedule your rides, as the more notice I have, the easier it is for me to accommodate everyone.

I appreciate each client's flexibility and, in the event that I must cancel or reschedule a lesson, class, or training session, those circumstances will not be billed.

Thank you,

Jessica Champagne

By signing below, you are agreeing to the terms stated in this document.

Client Signature

Date