



Destiny's Ride Therapeutic Program Inc.

Program Location: 114 Ostrander Rd Ghent, NY 12075

Mailing Address 406 Old Post Rd ~ Stop 24 Ghent, NY 12075

destinysridetherapeutic@gmail.com (518) 610.4408

Destiny's Ride Cancellation Policy

Destiny's Ride is now paying a ring fee of \$25.00 an hour, and therefore: Destiny's Ride Therapeutic Program Inc. is putting the following lesson cancellation policies into effect immediately:

1. **We ask that if you need to cancel a lesson, please inform your instructor at least 24 hours before your scheduled lesson time.** Your lessons will resume normally in the following week or be rescheduled to another day/time.
 - If you would like to plan a make-up lesson at a different date or time, we will try our best to accommodate you. Please understand that the make-up lesson is contingent on instructor and volunteer availability. Any lessons canceled by the rider through a session that has not been made up by the end of a session will not be credited or refunded.
2. **If you cancel a lesson less than 24 hours of your scheduled lesson time, you will be charged a late cancellation/no-show fee which is equivalent to the price of an individual lesson.** The riding arena has a riding/usage schedule, and private lessons may not be guaranteed.
 - The 24-hour window does NOT apply in the event of an emergency situation or inclement weather. This advanced notice allows us to use the now free time effectively -to organize make-up lessons for other students, to plan a volunteer training session, etc.3)
 - If severe weather is forecasted, i.e., severe thunderstorms, tornados, blizzards, etc., and the Staff at DRTP decide to make the call to cancel, there will be NO penalty to any rider, as the Program chose to cancel.
 - We will notify you as soon as we can of Program cancellations. Lessons canceled by DRTP will have priority for make-up lessons.
 - DRTP does not hold mounted riding lessons if the temperature or "real feel" is above 90 degrees Fahrenheit or below 20 degrees Fahrenheit for the safety of all horses and humans. DRTP will instead provide unmounted horsemanship lessons in place if weather permits.
3. These policies are always subject to change as the Riding Center grows and expands! We want to bring as much communication to the front with all our riders, volunteers, and staff members. I appreciate your understanding! Phone: (518) 610-4408 destinysridetherapeutic@gmail.com,

Participant Signature (or parent if under 18): _____ Date: _____