

Life Rangers Equestrian Camp Refund & Credit Policies

Refund & Credit Policies:

If you wish to cancel your camp registration and apply for a credit to another program, you can contact our office at pchorseexperience@gmail.com. The following policies and timeline apply.

Total amount due upon registration \$700.

(a) A processing fee of \$100 will be charged for cancellations made 30 days or more before the event.

(b) There will be no refunds for cancellations made within 30 days of the event, although substitutions may be permitted.

(c) Refunds will not be provided for registrants who do not attend after the program starts.

(d) Notice of cancellation must be made via e-mail to pchorseexperience@gmail.com.

(f) A cancellation acknowledgement will be sent within 3 working days and fees refunded within 10 working days, subject to this Refund Policy.

Payment Policy:

(a) Registration is not complete until full payment has been received.

(b) Payments not received ten business days before the program will result in no admittance of the person(s).

(c) Payment may be made by Visa, MasterCard or American Express with the submission of a completed registration form <https://goo.gl/ZB6sBf>

(d) If the program is canceled there will be a \$500 refund; and a \$200 credit towards a half day trail ride/ and ground experiences on the first day of scheduled camp dates.

Policy on Electronics, Toys, Trading Cards & Pins

We strive to provide a program free from video games, cell phones, audio players, toys and other distractions. Please do not permit your child to bring any of these items to camp as they will be busy throughout the day and these items also tend to get lost or misplaced.

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Illness

We need to be notified by phone pchorseexperience@gmail.com if a child is ill, especially if the illness is communicable. Internally, we keep track of the instances of communicable disease, and when appropriate will notify the parents of all children that may have been exposed, while respecting the confidentiality of families involved.

Sunscreen and Dress Policy & Procedure

Our policy is to do everything possible to protect our Rangers from excessive exposure to the sun, while still allowing them to get the most out of our outdoor games and activities. Please provide Rangers with a sun protective hat.

Sunscreen

Parents/guardians should provide sunscreen for use during the day. Sunscreen should be placed in a sealed plastic bag and labeled with the child's first and last name.

Families are responsible for applying the first layer of sunscreen prior to morning drop-off and provide it for use during the day.

Dress

Rangers need to wear full length pants. Firm closed toed shoes are required, preferably riding boots or safe boots. Long sleeve shirts and a sun protective hat are highly recommended.

Pick Up Policy

The safety of children is of paramount concern to us. To track all drop-offs and pickups of children, parents/guardians are required to sign children in/out on the daily attendance sheet.

Generally, persons picking up children must be at least 18 years of age and bring valid photo identification.

Additionally, if parent(s)/caregiver(s) arrive after 4:00pm to pick up their child (ren), late pickup procedures will be applied due to safety concerns and staffing costs.

Late Fees and Procedure

Our program ends at 4:00 p.m. Parents are asked to plan sufficient time to collect the child's clothes, speak to a staff (if necessary) and leave the ranch by 4:00 p.m. If the parent/guardian is aware that they are going to be late, they should call or text (435) 513-1733 to advise staff of this and of their plan to pick up their child (ren). Due to the operational and staffing costs incurred when a parent/guardian is late, a late fee will be charged.