



Payment Authorization & Cancellation Policy

Payment Authorization

By scheduling services with **Stryker Equine LLC**, the client authorizes payment for all agreed-upon services rendered. Payment is due **at the time of service** unless prior written arrangements have been made.

We accept:

- Credit/Debit Card
- Cash
- Venmo / Digital Payment Platforms
- Approved Electronic Invoice Payments

For convenience, clients may authorize a card to remain securely on file for future appointments. By providing payment information, you authorize Stryker Equine LLC to charge your selected payment method for:

Scheduled services; Approved add-on services requested during the appointment; Applicable late cancellation or no-show fees; Outstanding balances not paid within 48 hours of invoicing. Returned payments, chargebacks, or declined transactions may result in service suspension until balances are resolved. A **\$35 returned payment fee** applies to failed electronic payments or returned checks.

Deposits (When Applicable)

Certain appointments may require a **non-refundable deposit** to reserve your booking, including but not limited to:

Multi-horse appointments; Extensive grooming / clipping sessions; Show preparation services; Emergency or after-hours scheduling; Large project-based barn services. Deposits will be applied toward your final invoice.

Cancellation & Rescheduling Policy

Because Stryker Equine LLC is a **mobile service business**, appointment times are reserved specifically for your horse(s), and travel routes are scheduled accordingly.

Standard Appointment Cancellations

24+ hours notice:

No fee. Appointment may be rescheduled based on availability.

Less than 24 hours notice:

50% of scheduled service total will be charged.

Same-day cancellation (less than 12 hours):

75% of scheduled service total will be charged.

No-call / No-show:

100% of scheduled service total will be charged.

Multi-Horse / Large Block Appointments

Appointments involving **3 or more horses** or reserved time blocks exceeding **3 hours** require **48 hours notice** for cancellation or rescheduling. Failure to provide adequate notice may result in forfeiture of deposit and/or up to full service charges.

Horse Readiness Requirement

Clients are responsible for ensuring horses are:

Safely caught and accessible; Reasonably clean if service requires it; In a safe working area; Medically fit for the scheduled service; Prepared at the scheduled start time. If a horse is not ready upon arrival, wait time exceeding **15 minutes** may incur a **\$25 delay fee**, or the appointment may be shortened while full payment remains due.

Severe Weather / Emergency Exceptions

Cancellation fees may be waived at Stryker Equine LLC's sole discretion for:

Dangerous weather conditions; Veterinary emergencies; Verified personal emergencies; Unsafe working environments. We value fairness and understand that true emergencies happen.

Late Payments

Invoices unpaid after **48 hours** may incur a **10% late fee**. Accounts unpaid after **14 days** may be suspended from future scheduling until balance is paid in full.

Right to Refuse Service

Stryker Equine LLC reserves the right to refuse or discontinue service if:

Conditions are unsafe; Horses present unreasonable risk; Payment policies are repeatedly violated; Abusive or inappropriate behavior occurs

Client Agreement

By booking services with Stryker Equine LLC, the client confirms they have read, understood, and agreed to this Payment Authorization and Cancellation Policy.

☐ *I have read and agree to Stryker Equine LLC's Payment Authorization & Cancellation Policy.*

Client Name: _____

Signature: _____

Date: _____