



# HART Equine Therapeutic Center, Inc.

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## **PAYMENT, CANCELLATION AND WEIGHT POLICIES 2024**

HART Equine Therapeutic Center, Inc. is a nonprofit organization that is committed to offering therapeutic services to the community.

Payments are due the 1<sup>st</sup> of the month prior to service being rendered.

- ♥ Initial/renewal evaluation \$100
- ♥ Therapeutic riding group session \$100 – 45 minutes/1 hour
- ♥ Therapeutic riding private session \$200 – 45 minutes
- ♥ Grooming class \$50 – ½ hour
- ♥ Grooming/groundwork class \$50 – ½ hour

The most benefit for students is attending each lesson; students are expected to attend 4/5 classes per month. **Your commitment to services is important for the program. HART still incurs all the costs related to that time, as well as impacting volunteers, horses and instructors.**

If the participant arrives more than 10 minutes late without adequate notice, the instructor has the right to refuse service. **Your appointment is just like any other appointment.** This policy maintains the quality of the lesson and ensures it is not interrupted by late arrivals. This is also for the well-being of all participants and will ensure enough volunteers on hand for the safety of the lesson. If you know you are going to be more than 5 minutes late to a lesson, please call or text the center and leave a message.

Please give 1 week notice for vacation cancellations and 24 hours for all other instances. Instructors and volunteers appreciate as much notice as possible when a participant is unable to come to class. Some volunteers travel a distance to help HART offer this service. **The lesson plan, number of volunteers, horse mounting order and usage, along with many other dynamics in the class are affected by missing participants.**

HART reserves the right to conduct ground lessons if we do not have the proper number of volunteers needed to safely conduct a riding class, therapeutic riding rates still apply.

If the participant has a case with a government agency that will pay for equine-assisted services, we can bill them directly. Any changes regarding “responsibility for payment” must be emailed to us in advance. If payment is not received, the parents/individuals are responsible for the outstanding fees within 60 days of the last lesson.

**Parents/individuals are responsible for supplying an approved authorization by your chosen agency.**

**HART cancellation policy:** We reserve the right to cancel or postpone classes for safety reasons or weather conditions. In the event a class is cancelled, the instructor will call/text participants and volunteers. Please be aware that classes may be cancelled 2 hours prior to start time, some volunteers are traveling a distance. Any classes cancelled by HART will be credited to the next month.

For the safety of our horses and volunteers, **HART does not allow students under 4 years of age or over 200 pounds to ride.** Because HART would love to have you participate if you fall outside our guidelines, you are welcome to inquire about groundwork or grooming classes.

I have read and understand the payment, cancellation, make-up, and weight policies by which HART Equine Therapeutic Center, Inc. operates. By signing below, I indicate my willingness to abide by the rules and policies.

PARTICIPANT'S NAME:

DATE:

PARENT/GUARDIAN'S NAME PRINTED:

SIGNATURE: