

# HART Equine Therapy Center, Inc.

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

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

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

- ♥ Initial/renewal evaluation \$65
- ♥ Therapeutic riding \$65 – 1 hour
- ♥ Grooming class \$20 – ½ hour
- ♥ Grooming/groundwork class \$30 – ½ hour

### **NEW for 2021:**

**Prepayment for 2 therapeutic riding classes (\$130) is due before the first riding session. This deposit will be used only if the student misses a class. Each student will be allowed one makeup class per month which will be held monthly on the 1<sup>st</sup> Thursday. If the deposit has been utilized, a new deposit will be required before the next riding session. If the deposit is not used, it will be refunded at the end of the year.**

If the participant has a case with a government agency that will pay for equine-assisted activities, 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.

If the participant arrives more than 10 minutes late without adequate notice, the instructor has **the right to refuse service**. 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. HART instructors try to stay on schedule with each class.

Please give as much notice of a cancellation as you can if you are ill. 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 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.

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.

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 Therapy 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 \_\_\_\_\_