

## **Cancellation & Refund Policy**

Dove Creek Equine Rescue and the Led By Horses Program is committed to providing exceptional service. Unfortunately, when a client cancels without giving enough notice, it prevents another client from being helped.

### **1. Payment**

Your registration is complete when we receive your full payment. Payments can be made online or in person.

An online confirmation email will be sent to you at the time of registration and payment. This email serves as confirmation of your session.

### **2. Cancellation Request**

Cancellation requests may be submitted by phone, email, or in person. Please note that refunds will be processed in the original form of payment. If you have questions or concerns about our cancellation policy, please contact Erika at [erika@dcertx.org](mailto:erika@dcertx.org)

### **3. Refund Policy**

- a. Refund requests prior to 48 hours of the session, will be refunded in full.
- b. Refund requests within 48 hours of the session, will not be refunded.
- c. No refunds will be issued on the day of, or after, the session without the discretion of the Led By Horses Program Director. Refunds may be denied.
- d. No calls, no shows will not be issued refunds.

### **4. Scholarship Policy**

There is a very limited number of Scholarships available at 50% off the listed fees of any group sessions only. Scholarship refunds will only be issued 3 business days prior the scheduled session or may be applied to the next scheduled group session. Scholarship refund requests made 24 hours before the scheduled group session will be denied.

For any questions or concerns, please contact Erika McGee, Led By Horses Program Coordinator at [erika@dcertx.org](mailto:erika@dcertx.org)