

## Lesson Cancellation Policy

Effective Date: August 18, 2025

**Purpose:** This policy ensures fair scheduling for instructors, horses, and other clients while providing flexibility for participants. We understand that life happens, and we aim to accommodate reasonable cancellations.

### 1. Standard Cancellation Procedure:

**12-Hour Notice Policy:** Cancellations must be made at least 12 hours prior to the scheduled lesson start time.

**How to Cancel:** Notify us via phone (call or text to 8188072519). Voicemails or messages left after business hours (e.g., after 8:00 PM) will be considered received the next business day.

**Consequences for Late Cancellations:** Cancellations that do not meet the 12-hour Notice Policy will result in a full lesson fee charge (or no refund if prepaid). This helps cover preparation time, horse care, and lost opportunity for other clients.

**2. Exceptions for Unexpected Issues:** We recognize that emergencies and unforeseen circumstances can arise. In such cases, we may waive the late cancellation fee at our discretion. Acceptable unexpected issues include:

Medical Emergencies: Sudden illness or injury to the rider, family member, or horse.

Severe Weather: Conditions that make travel unsafe (e.g., storms, road closures), as determined by local advisories.

Vehicle or Transportation Issues: Breakdowns or accidents en route (provide details or proof if possible).

**3. Rescheduling and Refunds:** Within the 12-hour notice, lessons can be rescheduled at no additional cost, subject to availability. Refunds/Credits: Full refunds or credits are issued for timely cancellations.

**4. Instructor Cancellations:** If Ivory Creek trainers cancel a lesson (e.g., due to horse health, instructor illness, or facility issues), you'll receive a full refund/credit and priority rescheduling.

This policy is subject to change with notice. By booking a lesson, you agree to these terms. If you have questions, contact us at 818 807 2519. We appreciate your understanding and look forward to riding with you!