



Policy

Equine Assisted Learning Programs:

- All EAL programs will require a full payment prior to start date, unless specified at time of booking.
- Our programs require a 24hr cancellation to ensure we can re-schedule the session. Any missed sessions and/or late cancelations will be charged the full amount of session.

Riding Lesson Program:

- All lesson packages will be required to be paid in full prior to the start of lesson month.
- Cancellations need to be made at least 24 hours prior to your lesson time. If not, the client will be charged the full amount of the lesson. Cancellations made with at least 24-hour **notice may be rescheduled**, subject to availability.

Summer Camp:

- A Deposit is required at the time of booking for individual clients
- Full camp payment is due prior to the camp start date
- Cancellation requests must be emailed to rrrping@sasktel.net. All cancellations are subject to a \$50 administration fee per camp session. Refunds for cancellations requested within 10 business days of the start of camp session are subject to a cancellation penalty of 50% of the total camp fee. There are no refunds for cancellations requested after the start date of the camp.
- Cancellation requests submitted prior to June 1 will receive a full refund minus the \$50 administration fee.
- Any refund requested is considered on an individual basis by the RRRR Executive Director or office manager. Cancellation requests due to medical reasons must be accompanied by a doctor's note at the time of the request. Refunds will be issues by cheque by mail or pick-up.

- Please allow 2-4 weeks for the refund to be issued.

Large group bookings and cancellations

1. Must have a minimum of 6 youth to book large group. If you book for 10 spots and only 5 youth participate you will be charged a minimum of six youth.
2. **A 50% deposit is due at the time of booking. Remainder of the fees will be due upon arrival.
3. Cancellation of camp, full refund will be given if cancellation is on or before June 1st of camp season. Cancellation of large group booking after June 1st will lose 50% deposit.
4. All cancellation requests must be emailed to rrroping@sasktel.net

Procedure

- All bookings require an email address and phone number for contact information
- All bookings require a waiver/liability form emailed to participants/referred to website?
- Our cancelation policy attached to confirmation email for individual program.