**CornerStone Equine Cancellation Policy**

Our goal is to provide quality horsemanship instruction to all of our clients in a timely manner. No-shows, late arrivals and cancellations inconvenience not only CornerStone Equine staff and instructors, but our other clients as well. Please be aware of our cancellation policy regarding missed appointments so we can continue to provide excellent service and care for our students and horses.

When you book a lesson, workshop, clinic, or facility rental with CornerStone Equine, you are reserving a space on our calendar that is no longer available to other clients. Please call to contact CornerStone Equine management staff as soon as you know you will not be able to make your scheduled appointment.

If cancellation is necessary, we **require** that you call to make contact at least

-24 hours in advance for lessons.

-48 hours in advance for workshops and facility rental.

-30 days in advance for clinics.

Your advanced notice will allow other clients access to that appointment time.

**How to cancel your reservation**: Please call us at (406) 600-2937 between the hours of 8:30am-5:30pm Monday through Friday, or email us at CornerStoneEquine360@gmail.com. If CornerStone Equine is unable to answer your call, please leave a detailed voicemail message. We will return your call or email as soon as possible.

**Late Cancellations/No-Shows**: A cancellation is considered late when an appointment for a **Lesson** is cancelled less than 24 hours in advance of the scheduled start time of the lesson, **Workshops and Facility Rental** is cancelled less than 48 hours, and a **Clinic** is cancelled less than 30 days before the appointed time. A no-show is when a client misses an appointment time without making contact to cancel. In either case, we will charge the client the full value amount for late cancellations or no shows.

**Late Arrivals:** We understand that life happens and you may be late to attend your appointment. If you are more than 15 minutes late, we **require** that you must make contact with us and agree and understand that we may not be able to accommodate you and ask that you reschedule and will be charged the full value amount for your appointment. If CornerStone Equine **can** accommodate your late arrival note that your appointment will still end at the scheduled time and the full value amount of your appointment will be charged.

**Payment:** All payments must be paid in full prior to an event or instruction. Payments can be made either with cash, check, or debit/credit card. Established clients will be allowed up to one time to reschedule a lesson or workshop within 5 business days before full value charges will incur for lost time. New clients will not be allowed to reschedule and will be charged full value. Please note that if a check bounces or does not clear with the bank, a bounced check fee of $50.00 will apply in cases of insufficient funds. This fee is in addition to full value charges and services rendered, additionally a trip charge may apply if any travel is required.

**Clinic Cancellation**: In the event of a participant cancellation more than 30 days prior to the start of the event a partial refund of 50% will be awarded back to the participant. In the event of a participant cancellation less than 30 days prior to the start of the event norefund will be awarded back to the participant and participant forfeits their spot in the clinic. Clinics must be paid **IN FULL** more than 30 days prior to the start of the event. In the event that CornerStone Equine staff/instructors/ or clinicians must cancel the event, then participant will be awarded a 100% refund of amount paid, **or** they may apply their payment towards another clinic held by CornerStone Equine within 6 months.

**Training Horse Cancellation:** To reserve your spot for your horse in training with CornerStone Equine, payment must be made in full prior to beginning of training including boarding costs. Cancellation more than 30 days in advance will be given a 50% refund, however, less than 30 days of notice will result in **no** refund. In the event that a horse medically cannot attend or continue training, a licensed veterinarian must attest to the horse’s medical condition or horse’s lack of fitness within 48 hours to receive a full of partial refund. A pro-rated refund will be granted if a horse currently in training becomes unable to continue training as determined by a licensed veterinarian or their payment may apply towards future training within 6 months. Medical records may need to be submitted to CornerStone Equine’s attending veterinarian.

**Authorization:** By signing below, I am personally guaranteeing payment in the full amount due on this Company account. This includes the principal amount owed and all additional costs and fees of account collection including, but not limited to, attorney fees, collection agency fees that may be up to 50% of the amount owed, court costs, debit/credit card transaction fees, bounced checks, and interest at the highest amount allowed by law. These costs and fees are actual costs that are incurred, and these costs and fees result in a monetary loss due to client’s failure to pay.

By signing below, I understand and agree to the cancellation policy and assume all responsibility for all charges incurred. I also understand that these charges will be paid in full prior to an event or instruction. I also understand that a deposit may be required to reserve my spot to rent any CornerStone Equine facility or attend a clinic or workshop.

Printed name of Participant: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of Participant: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_\_\_\_\_\_\_

If participant is under the age of 18 years old:

Printed name of Participant: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Printed name of legal parent or guardian: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of legal parent or guardian: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_

Method of Payment (check all that apply): Cash □ Check □ Credit/Debit Card □

Cancellation Policy in effect as of January 1, 2020