



Cancellation Policy

Note: a Walker Acres representative can be *expected to send at least 1 appointment reminder on the Sunday preceding* a client's riding appointment complete with address, ride time, fees, credits, & reminders of the cancellation policy. For those who participate in weekly or biweekly riding sessions, they can expect a reminder every Sunday with the above information.

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Retainer Fee: all new clients, 1x appointments, "call-to-ride" appointments, and evaluation sessions will be required to pay a non-refundable retainer fee that guarantees a Walker Acres Instructor for an agreed-upon appointment time. This fee is non-refundable and must be settled prior to the appointment to receive confirmation. 60min sessions will be responsible for the difference of \$20 upon arrival at their appointment. 30min sessions will not be responsible for additional payment as per the W.A price list. Retainer fees will carry to a rescheduled appointment in the event of weather or unpredictable circumstances.

No-Show fee: a fee charged for an appointment for which a horse and instructor were ready at the specified appointment time that a participant or guardian did not communicate prior to their absence.

Cancellation fee: a fee charged for a "last minute" cancellation made within 24h prior to the appointment time that a participant or guardian communicates prior to their absence.

Fee exemptions: surprise illness, family emergency, vehicle trouble, unsafe driving conditions, unexpected accidents, other unpredictable circumstances that do not fall under the umbrella of "planned conflicts" [i.e vacation plans, special events, other appointments, scheduled plans, etc.].

Call-to-ride status: a flexible riding opportunity offered in both 60min and 30min sessions in which a participant or guardian can commit to varying ride times outside of the commitment of weekly or biweekly routine sessions. A participant or guardian can call/text/email inquiring about availability at least 24h in advance & can expect a Walker Acres representative to communicate available space(if any). Call-to-ride participants are not expected to ride weekly or biweekly and can call to ride when their budget and/or schedule has flexibility.

In the event of a No-Show, a Walker Acres representative can be expected to call/contact a participant or guardian 15min past the scheduled start of the session and leave a message pertaining to a "no-show balance" in association with the noted absence. When a participant or guardian is able to do so, *the No-Show fee can be waived for explanations related to the fee exemptions* listed above. The No-Show fee will stand for reasons outside of the unpredictable circumstances regardless of any reschedules. **Walker Acres reserves the right to discontinue further service with individuals upon the first no-show absent any obligation to refund any and all fees paid.**

In the event of definitively uncooperative weather, a Walker Acres representative can be expected to notify participating riders/campers & guardians of mentioned at least once before 12pm day-of scheduled ride(if not the day before) to cancel and/or offer reschedule times. Participants and guardians whom have paid in advance can expect their credit(s) to carry forward to the next time and can further expect **NOT TO BE CHARGED FOR WEATHER COMPLICATIONS.**



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Examples include but are not limited to Thunder/lightning storms, hail, frozen precipitation of any kind, flood conditions, hurricane conditions, and other hazardous riding conditions that may put guests, horses, and staff at risk.

In the event of the possibility of uncooperative weather, a Walker Acres representative can be expected to notify participants and guardians of the predicted forecast upon the Sunday reminder as well as the morning of their scheduled appointment with a possibility of a 3rd communication between noon & 1p same-day in an effort to communicate any possible changes and avoid wasting a trip to the barn. Participants and guardians can expect a Walker Acres representative to offer the option of pushing forward or rescheduling and further [expect a note of cancellation fees being waived if a confirmation is given before 2pm\(or otherwise specified time\)](#).

In the event Walker Acres has a planned conflict, participants and guardians can expect to see that conflict posted on our website at www.walkeracreshillsboroughnc.com as well as get reminders the week preceding the conflict time/date and further expect a Walker Acres representative to either reschedule or altogether cancel that appointment. [Participants and guardians can expect any prepaid credits to carry forward to the next time and can expect not to be charged for a conflict cancellation on Walker Acres behalf](#). Reminders can also be noted on our social media platforms like facebook.

In the event Walker Acres has an emergency/unplanned cancellation, participants and guardians can expect to be notified ASAP in an effort to avoid any wasted trips to the barn and [can further expect NOT TO BE CHARGED and any prepaid credits to carry forward to the next time](#) .

Examples include but are not limited to: Emergency Vet call, surprise illness and/or accident, etc.

Please be advise, Walker Acres is an appointment based business in which the instructors and horses are booked in appropriate coordinating time frames to meet the service expectations of our guests. Instructors fully prepare all horses booked for the day prior to guests arriving so that participants can capitalize on their riding session. Through booking appointments, Walker Acres is able to keep the workload on the horses balanced and the payout fair for both participant and instructor. The cancellation policy is actively enforced so we can continue to offer our services in a way that continues to pay the bills and fairly divides our time between motivated participants.

We will discontinue service with participants that habitually cancel as well as discontinue service with participants that No-Show with no obligation to refund any paid fees.

When a participant is booked, a horse and instructor are sectioned to meet that appointment. When that participant is absent, both horse and instructor loose that portion of their paycheck. Additionally, because that horse and instructor was booked for participant A, all other possible clients were put on a wait list thus making the loss double. This is not a sustainable business practice and one that we will cease in early days. If weekly or biweekly commitment is not within budget, we recommend going to “call-to-ride” status and committing when your budget allows. Rates are set based on grain,



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hay, & specialist market prices and are subject to change with the economy. Ride sessions are based in accordance with existing appointments.

Ultimately, the Walker Acres team wants to work. It is not convenient for us to cancel. We love our job, our horses, and our guests. To continue to keep our doors open and spread the saddle time fairly among participants, we all must adhere to this "Communication Policy".

Please initial by the following bullets in acknowledgement on behalf of yourself and/or your participant of the Cancellation Policy, Terms and Conditions.

- I understand the cancellation policy and that Walker Acres can and will discontinue services for habitual cancelation or after a No-Show
- I understand Walker Acres is not obligated to refund any fees already paid

- I understand that if weekly or biweekly sessions is out of budget, I have the freedom to move to "call-to-ride" status
- I understand that in the event of a No-Show, a charge will be put on the books that I am responsible for settling either out of a pre-paid credit or in cash at the next appointment(if applicable)
- I understand that in the event of a cancellation fee, I am responsible for settling either out of a pre-paid credit or in cash at the next appointment(if applicable)
- I understand that I will not be charged for definitively uncooperative weather

- I understand that I will not be charged for unpredictable cancellation circumstances on behalf of Walker Acres
- I understand that I will not be charged for unexpected cancellations on behalf of myself or my participant
- I understand I WILL be charged for No-Show absences and cancelations that do not fall under the umbrella of unpredictable circumstances
- I understand that I can expect Walker Acres to communicate on the Sunday preceding of any appointment and include any credits, location, fees, and reminders.
- I understand that I can expect Walker Acres to communicate forecast predictions and keep communication open with the option to reschedule absent fees if confirmation is given on or before a specified time.
- I understand that I can expect Walker Acres to attempt to contact me 15min past the start time of the scheduled riding appointment in the event I or my participant are absent
- I understand that if I or my participant have a planned conflict like vacation or appointments etc., that cancelation will be communicated no later than 10pm the night before the scheduled ride session for which I have a conflict and further understand I agree to pay any fees associated with my or my participant's absence due to the conflict.
- I understand Walker Acres will respect my time and money and will make all efforts to communicate to me in the event of an unexpected cancellation on behalf of Walker Acres as well as not charge me for the cancelations and forward any credits I have prepaid until next time.



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Print Name of Rider/participant: _____

Print Guardian Name: _____

Sign: _____ W.A Sign: _____

