Denali Equestrian LLC

Cancellation Policy

Due to the nature of this business I do my best to meet the needs of each client. I try to accommodate each person’s time constraints and schedule each ride in advance. It is because of this that it is imperative people remain respectful of my time and schedule. Denali Equestrian is implementing a cancellation policy as of July 2, 2019.

Clients will be billed for rides or lessons that are cancelled less than 12 hours before the scheduled ride.

* Exceptions
	+ Extreme weather: Downpour close to the scheduled ride time that is expected to continue, thunder, frozen footing, or extreme heat.
	+ Horse injury: Only horse injuries that are incurred or noticed within the 12 hours prior to the scheduled ride will be an exception to this policy.
* Each session will last (at a maximum) one hour, from the time I arrive to the time I leave. Being on the property for a minimum of 30 minutes for any reason, including catching a horse, waiting for equipment to become available, etc will constitute a full paid session.

I understand that extenuating circumstances do arise, and I will be reasonable about this policy but there must be clear communication and as much notice given as possible! Please do your best to have equipment/horses ready to go or easily accessible to enhance the quality of the training session and extend the time spent working with you and/or your horse. Please also do your best to give me ample notice of the days and times you can schedule your rides, the more I know in advance the easier it is for me to accommodate everyone!

I appreciate each client’s flexibility and, in the event, that I must cancel or reschedule a session, that session will not be billed.

Thank you,

Sophie Miller

By signing below, you are agreeing to these terms.

Client Signature Date