LED BY HORSES
EQUINE-ASSISTED LEARNING & COACHING

16201 Gordon Cummings Rd. | Canyon, TX 79015
806-236-2660
www.dovecreekequinerescue.org/led-by-horses

Cancellation & Refund Policy

Dove Creek Equine Rescue and the Led By Horses Program is committed to providing exceptional service. Unfortunately, when a client cancels without giving enough notice, it prevents another client from being helped.

1. Payment

Your registration is complete when we receive your full payment. Payments can be made online or in person.
An online confirmation email will be sent to you at the time of registration and payment. This email serves as confirmation of your session.

2. Cancellation Request

Cancellation requests may be submitted by phone, email, or in person. Please note that refunds will be processed in the original form of payment. If you have questions or concerns about our cancellation policy, please contact Erika at erika@dcertx.org

3. Refund Policy

- **a.** Refund requests prior to 24 hours of the session, will be refunded in full.
- **b.** Refund requests within 12 hours of the session, will be partially refunded.
- **c.** No refunds will be issued on the day of, or after, the session without the discretion of the Led By Horses Program Director. Refunds may be denied.
- **d.** No calls, no shows will not be issued refunds.

4. Scholarship Policy

There is a very limited number of Scholarships available at a discounted rate for any group sessions only. Scholarship refunds will only be issued 3 business days prior the scheduled session or may be applied to the next scheduled group session. Scholarship refund requests made 24 hours before the scheduled group session will be at the discretion of the Led By Horses Program Director.

For any questions or concerns, please contact Laurie Higgisn-Kerley, Led By Horses Program Director, laurie@dcertx.org