

# Equine Coaching Client Policies

## Payment Policy:

- Payment is due at the time of scheduling your Equine Coaching session.
- Payments are accepted via cash, check, Venmo, or Credit Card (4% fee applies)
- Continuity of coaching sessions must be paid and scheduled within 48 hours after the previous session in order to secure your session time.
- Consecutive coaching session packages must be paid the week prior to a new package beginning to hold your scheduled time.

## Cancellations and No-Show Policy of a Coaching Appointment

Please be respectful and call Equine LEAD promptly if you are unable to show up for a scheduled coaching session appointment. If it is necessary to **cancel your scheduled appointment**, we require that you call **at least 24 hours in advance**. To cancel appointments, please call 618-843-8702 and leave your name, phone number and cancelled appointment time on our voicemail.

A **cancellation** is when a client is unable to attend their scheduled coaching session for any reason. If you cancel with less than 24-hours notice, or inadvertently miss your coaching session, you will be responsible for payment of the full amount of the session, and you may lose a standing coaching time slot. If you cancel with more than 24-hour notice, as a courtesy Equine LEAD will try to accommodate a reschedule within (1) one week. In these instances, Equine LEAD cannot guarantee there will be availability to reschedule within the week. In this event the session will be forfeited, and payment is still due.

A **“no-show”** is a client who misses an appointment without any advanced notification. In both the case of a cancellation or a no-show, you will be responsible for payment of the full amount of the coaching session. Payment will be due at the time of scheduling your next session. If your next session is not scheduled or confirmed within 48 hours of a missed session you may lose your session time slot, and be moved to the wait list.

For coaching sessions that are cancelled from Equine LEAD’s side due to bad weather, sickness, or other unforeseen events, we will work with you to re-schedule within (1) one week.

## Late Arrival

If you arrive late for a coaching session, you will be allowed to continue the session, but will only receive the remaining time left in the session for which you were scheduled. We often have sessions scheduled back-to-back and cannot extend your assigned coaching session time. Late arrivals will not be able to make up missed time.

Policies are subject to change at any time with no prior notice.