



## **Equine Therapy Centre – Cancellation Policy**

Your horse appointments are very important to us. They are booked out especially for you. We understand that sometimes schedule adjustments are necessary. Therefore, we respectfully request at least 24 hours' notice when cancelling or rebooking an appointment.

Late cancellations or no-shows will be charged for the full session. Due to payment being usually requested after the session, if cancellation payment is not received, we will not be able to accept the horse in future. We will provide a one-time cancellation fee waiver for extenuating circumstances.

When an appointment is cancelled or forgotten without giving enough notice, we miss the opportunity to fill that appointment time, and clients on our wait list miss the opportunity to receive a service.

Clients arriving more than 10 minutes after their appointment start time will be considered a no-show.

Thank you for the ongoing support.

Many thanks,  
The Equine Therapy Centre Team