



November 22, 2021

## EquiCenter Cancellation and Credit Policy

To ensure continuity of service and to maximize learning and therapeutic benefits of our program we break our year into sessions. Your assigned lesson slot is yours exclusively for the session and cannot be filled if you are unable to attend. Scheduling of equine staff and volunteers is also built around this fixed session schedule. As such we can only offer lesson credits in limited circumstances.

### I. Cancellation and Credit

- A. **Weather** – Therapeutic riding lessons may be changed to non-mounted horsemanship lessons when the temperature is above 90 degrees or “feels like” over 95 degrees AND when the temperature is below 15 degrees or feels like less than 0 degrees. **This decision is made between the instructor and the student/parent. If an unmounted lesson is not appropriate you will be issued a weather credit**". Additionally, if local schools (i.e., Pittsford-Mendon, HF-L, Victor) are closed due to weather, lessons will also be cancelled. We also recognize that the weather in our region can vary greatly from town-to-town, therefore if travel conditions are unsafe from your location to EquiCenter please contact us at 585-624-7777 to advise us.
- B. **EquiCenter Credit** – If EquiCenter cancels your lesson for any reason (e.g., staffing or volunteer availability).
- C. **Medical** – Major medical illness including hospitalization, surgeries or COVID exposure. Please notify Lindsay Alberts as soon as feasibly possible.
- D. **Pre-Approved Scheduled** – If you advise Lindsay Alberts of a scheduled absence **prior** to the start of the session we can up to 1 (one) credit per session.

***\*\*Please note that lesson credits must be used within one year of issuance\*\****

### II. For Self-Directed Billing only:

- A. For those participants that have requested EquiCenter bill your self-directed budgets directly please note that agencies will not reimburse EquiCenter for any missed lessons.
- B. Direct billing on your behalf is a courtesy we extend to our families with the understanding you are responsible for payment of any balance which is not covered by Self Directed funds. This includes, but is not limited to, lessons that are not attended (other than for reasons noted above), lack of available funds in your budget, not properly completing any request for payment to the FI, or if you do not notify us of a change of FI / agency.

### III. Questions regarding cancellations and credits

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