



## **SPECIAL TROOPERS ADAPTIVE RIDING SCHOOL**

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# STARS Cancellation Policy

STARS, Inc. strives to provide the safest, most productive services possible for our participants and animals. Due to the nature of services provided, many things have to be taken into consideration when cancelling a scheduled class/service. STARS is fortunate to be able to operate year-round with an indoor arena but the health and well being of our horses that live outside in the elements needs to be heavily considered in weather related cancellations.

When a cancellation occurs, notification will be provided via text messages, personal phone calls, social media, and/or the recorded main message by 3:00pm for therapeutic riding classes and at least 2 hours prior to scheduled EAP/EAL sessions and any other equine services.

**Heat:** Classes will be cancelled if the temperature/heat index is **90° F** or more.

**Cold:** Classes will be cancelled if the temperature is **15° F** or less.

STARS, Inc. reserves the right to cancel services for other situations anytime throughout the year such as severe weather (tornado, snow or ice storm), illness, lack of volunteers, less than half a class present, etc.

Fees for services are NON-Refundable. Class credits may be applied to a participant's account for future classes at the discretion of the Executive Director.

Due to the session schedule, make-up classes will NOT be offered in any situation from a cancellation by STARS or participant absence.