



Dear Riders, Parents and Guardians,

I would like to remind you of our cancellation policy. We respectfully request that you **cancel at least 24 hours** before your/ your child's scheduled riding session, **or you will be charged your regular riding fee**. We do recognize that unanticipated sickness and emergencies occur. In the event of an emergency or last minute illness your fee may be waived at the discretion of your instructor/therapist, as long as you call to cancel. **All "no shows" will be charged the full fee.**

We also **reserve the right to discharge any rider who cancels repeatedly** for non-medical reasons (such as more than 3 times in a row or more than 3 times over a 2 month period). Please understand that frequent cancellations waste our volunteers' and instructors' time, and that there are other people waiting to take advantage of what RMRT has to offer. Additionally our program functions on a tight budget and frequent cancellations significantly affect us financially.

RMRT is proud of the quality of lessons and therapy that we provide, and of the dedication of our volunteers and horses. We look forward to continuing to work with you as customers and friends. Thank you for supporting our program.

Sincerely,

Heather M<sup>c</sup>Laughlin, MS, OTR  
Program Director