



67 S. Cherryvale Road, Boulder, CO 80303 303-494-1299  
[www.RMRidingTherapy.org](http://www.RMRidingTherapy.org)

Dear RMRT Families,

In effort to make our program more efficient we have revised our cancellation policy. We recognize situations may arise where you need to cancel your lesson. We request that you give at least 24 hours' notice for all known absences and as much notice as possible for emergency situations. Please understand that frequent cancellations affect the program financially and affect the instructors and volunteers who are committed to providing you with high quality therapeutic riding lessons.

After reviewing our updated policy, please sign and return to the RMRT office or your instructor. We need these on file for you/your child to participate in our programs. Payment without the returned policy form will be taken as agreement to the terms of this policy.

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

Sincerely,

Rocky Mountain Riding Therapy Instructors

[info@rmridingtherapy.org](mailto:info@rmridingtherapy.org)

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## Rocky Mountain Riding Therapy Cancellation Policy

Updated 9/2017

### Cancellations by Rocky Mountain Riding Therapy

Rocky Mountain Riding Therapy (RMRT) will cancel lessons when there is a concern for rider, horse and volunteer safety, such as extreme weather (heat, cold, wind, storm). Temperatures that are below 40 degrees or that exceed 90 degrees are subject to cancellation. In some instances, modified lessons may be offered in the barn. Decision to cancel or modify lessons will be determined by the instructor.

### Cancellations by RMRT Clients

**Clients must give notice of cancellation at least 24 hours before the scheduled riding lesson time** and must be confirmed by the instructor with reason for cancelling. Any cancellations made with less than 24 hours notice will be charged the full lesson fee. We recognize that unanticipated sickness and emergencies occur. If an emergency or last minute illness results in the need to cancel within the 24 hour period, your fee *may* be waived at the discretion of your instructor. If a client does not show up for a scheduled class without having informed the instructor of the intended absence (“no show”), the full lesson fee will be charged. Client absences and vacation schedules should be reported to the instructor as soon as possible to allow program changes.

### Dismissal for Repeated Cancellations

**RMRT reserves the right to dismiss any rider for repeated late cancellations/no shows (“incidences”)**. If a rider has three (3) or more incidences in a row they are subject to dismissal from the program. Similarly, more than three (3) incidences for non-medical reasons over a two (2) month period is also subject to dismissal from the program.

### Procedure of action for dismissal -

1. Upon first incident the instructor will verbally follow-up with the client about the missed lesson and the reason for missing.
2. Upon second incident the client will receive a letter from the program informing them of the second missed lesson and risk of dismissal for continued missed lessons.
3. Upon third incident the client will receive a formal letter of dismissal from the program.

The instructor has permission to dismiss a client who has repeatedly cancelled late/not shown for lessons. The instructor must inform the Working Board of Instructors of any client at risk for dismissal. The Working Board of Instructors will proceed to inform the client of the risk for dismissal based on second incident and send a formal letter of dismissal upon third incident.

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Appeal after Dismissal

A dismissed client may appeal to the Working Board of Instructors within 7 days requesting return to riding. The client must write a formal letter stating their commitment to the program. The Program Manager, the client's instructor, and one other instructor will review the letter and determine the client's eligibility to return.

All clients will receive and have access to the policy. Signed copies of this policy are to be kept in the client's files. If a client pays for lessons but fails to return the signed cancellation policy, RMRT assumes the clients understands and will be held to the terms of this policy.

Please sign and return to Rocky Mountain Riding Therapy office or your Instructor.

\_\_\_\_\_  
Client Name

\_\_\_\_\_  
Client or Parent Signature

\_\_\_\_\_  
Date