



STARS CANCELLATION POLICY

Updated 11/08/2022

STARS adheres to the following cancellation policy. Cancellations notices received with the following time frames will be eligible for refunds or rescheduling. All others will be treated as a No Call / No Show as detailed in the examples below. See *Notice of Tardiness or Cancellation, Rescheduling Policy, and No Call / No Show Policy for additional information.*

Cancellation by a participant of a single lesson

Notice of cancellation received:

30+ Days Prior to Lesson

- Full refund minus \$20 admin fee OR reschedule if available.

Less Than 30 Days Prior to Lesson

- 50% refund OR reschedule if available.

Less than 48 Hours Prior to Lesson

- No refund. May reschedule if available.

Day of Lesson

- No refund. No rescheduling.

**Once the first day of your reservation has occurred, refunds on all subsequent bookings will only be granted based on documented injuries or medical conditions preventing the individual from participating in the scheduled activity.*

Examples of STARS programs this applies to:

- *Private Horse Lessons, Winter Private Downhill Lessons, Adaptive Guide, VI Guide, Snowshoe Private Lessons, Nordic Private Lessons*

Cancellation by a participant of an entire session, program or camp

Notice of cancellation received:

30+ Days Prior to Start Date

- Full refund minus \$20 admin fee OR reschedule if available.

Less Than 30 Days Prior to Start Date

- 50% refund OR reschedule if available.

Less than 15 Days Prior to Start Date

- No refund. May reschedule if available.

Program Start Date

- No refund. No rescheduling.

Examples of STARS programs this applies to:

- *Semi-Private Therapy Riding Sessions, All Access, Mountain Access, Special Olympics, VA Grant Funded Camps, Outdoor Explorers, Youth Adventure Program, Trailblazers*

NOTICE OF TARDINESS OR CANCELLATION

To cancel a lesson or give notice that a participant will be late, please call (970) 870-1950 x 100. We are in the office Monday – Friday from 8:00am – 4:30pm. Please leave a message with detailed information if we are not available.

LESSON START TIME POLICY

- If a participant is more than 30 minutes late and STARS has not received a phone call indicating tardiness, that participant's lesson will be cancelled without

a refund or possibility of rescheduling and will be considered a No Call/No Show. Please refer to the *No Call/No Show Policy*

- If STARS has received a call and the participant will be more than 30 minutes late, a lesson will be provided, if practical, but it *will end* at the regularly scheduled time. The lesson will NOT be extended.
- Participants arriving within 30 minutes of the scheduled start time will receive a lesson, but the lesson may be modified and will end at the regularly scheduled time. The lesson will NOT be extended.

NO CALL / NO SHOW POLICY

A No Call / No Show occurs when a participant or their caregiver does not call, and the participant fails to arrive within 30 minutes after the start time of the scheduled lesson.

- A No Call / No Show is not eligible for a refund or rescheduling, and all subsequent bookings are subject to cancellation.
- Participants on a scholarship with two (2) No Call / No Shows may have their scholarship revoked and may no longer be eligible for a scholarship.

RESCHEDULING POLICY

Rescheduling is *only* available for even trades. For example if you are eligible to reschedule a day of Teen Youth camp, it may only be used for Teen Youth Camp.

- If you cancel a single day of a session/program/camp, there is no refund and no rescheduling available.
- If you are eligible to reschedule a lesson, you may reschedule that lesson within the same season (i.e. Summer or Winter).
- Rescheduling a private lesson depends upon the availability of program staff, space and equipment or other needed resources.
- Once you have rescheduled your lesson, you may not cancel and reschedule another time.

PAY LATER POLICY

If you are using the pay later option when registering for a program/lesson, we require payment in full to be received 30 days before the 1st day of ANY lesson/camp/program you register for. If your payment is not received at that time, your registration will be canceled.

You will receive a tentative confirmation email stating the amount you owe. Your reservation is not confirmed until we receive payment in full. For example, if programs

need closing by the request of program team due to staffing shortages for your deferred payment dates and payment has not been received prior to the time of this closing request, we must CANCEL your registration as it is not confirmed due to incomplete payment.

CANCELLATIONS BY STARS

STARS reserves the right to cancel programs, camps, or lessons at any time if the conditions are deemed unsafe. This includes adverse weather conditions, highway/resort closures or other unforeseen circumstances. In the rare event that STARS cancels programs, camps or lessons, they will be re-booked or refunded (fully or partially) at the discretion of STARS.

POLICY EXCEPTIONS

Exceptions to the Cancellation, Rescheduling and No Call / No Show policies include documented medical conditions or injuries, as well as medical emergencies. For an exception to be considered, STARS must receive a call with an explanation of the event justifying the requested exception to the policy. That call must be received: (a) no later than 24 hours after the lesson start time, for requested exceptions as a result of medical emergencies; or (b) prior to the scheduled lesson start time, for other requested exceptions. Inclement weather conditions will not be considered as an exception to the Cancellation, Rescheduling and No Call/ No Show policies.