



7405 Third Line Rd. Kars, ON, K0A 2E0 613-489-5294

[www.tranquilacres.ca](http://www.tranquilacres.ca)

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## Cancellation Policy

In order to keep our programs at Tranquil Acres efficient and affordable and to maintain the quality of horses, facilitation, and session time options, we require at least **48 hours** notice for cancellation of any session, **without exception**. This includes any and all illnesses, extreme weather conditions, or any unavoidable circumstances. If you do not call or email the office to cancel your session **48 hours or more** in advance or if you do not show up for your scheduled session, you will be charged in full. It is important to note, all sessions will end at previously agreed upon time, even with late arrivals.

We suggest if you have any doubts about being able to attend the session to go ahead and cancel **48 hours** in advance. We may be able to put you back on the schedule if the conflict or illness clears up before the session time or our office will work with you to reschedule.

If in the case of third party billing, the client receiving services at Tranquil Acres is responsible for the payment of any missed or canceled sessions with less than 48 hour notice. This must be paid in full prior to the start of the next session.

Practitioners facilitating the session will **wait only for 15 minutes**. If they have not heard from you regarding late arrival or cancellation of the session, they will assume that you are not coming and another session can be schedule at a mutually appropriate time.

This policy is in effect because:

- Once you schedule a session, you have purchased that time slot and it is reserved.
- Booked but unused time slots interfere with efficient scheduling and running of sessions.
- Facilitators have been hired and they may have traveled to the facility specifically for that time slot.
- Any last minute (i.e., less than **48 hours**) cancellation results in loss of income which interrupts maintenance of the facility and the care and wellbeing of the horses.

Before signing below, please ask a staff member of Tranquil Acres Inc. if there are any concerns, questions, or possible misunderstandings about the above. By signing below, you agree to honour the cancelation policy of the facility.

Clients Signature: \_\_\_\_\_ Date: \_\_\_\_\_