



To God be the Glory

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Balance In Training

with Carly Brown

Revised February 20, 2018

Due to the ease of my online scheduling program, my cancellation policy has been revised, effective immediately. Clients are able to cancel or reschedule their own lessons by clicking on the link in their confirmation email up to 48 hours before the lesson time. If you must cancel or reschedule within 48 hours, please call or text me at 303 668 3762 and there will be a fee of 50% of your lesson price. If you no show, you will owe your lesson price in full. This applies to all lessons, group rides, trail rides, events, etc. The cancellation fees above will apply no matter what your reason for cancelling – sick, work, weather, school, horse issues, etc. When someone cancels or reschedules last minute I cannot fill that time slot, which is detrimental not only to me but to the others who would have taken that lesson slot. If you can find another rider to take your time slot, there will be no fee.

In wind, rain, and snow we can ride under the protection of the covered arena. During the winter I will allow cancellations or rescheduled lessons with no fee if the wind chill is 20 or lower. A cancellation with a wind chill above 20 will still result in a fee. The wind chill can be calculated at <http://www.nws.noaa.gov/om/winter/windchill-images/windchillchart3.pdf>

I will not be doing lessons away from Las Piedras Ranch with the exception of trouble with trailer loading. It is difficult for me to leave the horses I am training and clients who attend lessons at Las Piedras Ranch.

If I am unable to teach due to illness, I will schedule makeup lessons in the form of either private or group lessons. Days where no lessons will be scheduled will be posted on the calendar of the schedule page of my website in advance.

Having a business that runs smoothly benefits all of my clients and ensures the longevity of BIT. If you have any questions, please feel free to discuss this with me. I am trying to make it work for everyone. Thanks for your understanding and cooperation! I appreciate you coming to BIT to get your horse fix and improve your horsemanship!

Sincerely,
Carly (Davis) Brown