



In Celestial Equine Services' commitment to provide an outstanding and professional experience to all of our clients and out of consideration for our time, we have adopted the following policies:

ARRIVAL TO YOUR SESSION

Please be ready for your appointment(s) 5 minutes prior to the scheduled starting time so your animal is clean, dry, ready and relaxed.

Please have your horse secured in a location of the barn that is quiet and comfortable. For a more relaxed experience for your horse, avoid areas of high traffic and commotion (ie. main barn aisle during feed time).

LATE ARRIVAL POLICY

Late arrivals made 15 minutes after scheduled start time will be automatically cancelled and charged according to our cancellation policy.

At the discretion of Margaret & Celestial Equine Services, we may be able to accommodate a partial or full appointment for late arrivals. To be fair and courteous to everyone's time, your service(s) may be shortened in order to keep on schedule.

CANCELLATION POLICY

At Celestial Equine Services, any appointments not canceled within 24 hours, no-show appointments, OR if you are more than 15 minutes late for your scheduled time are subject to our cancellation policy fees. Multiple services (two or more) require 48 hours cancellation notice.

Cancellation fees are as follows:

- Cancellation fee is taken from deposits and/or can be charged to your account. However, if short notice cancellations become a problem, you run the risk of no longer being scheduled.
- No-show/ short notice cancellation fee is the full amount due for scheduled service(s).

We value our time as well as yours, and cancellations or no-shows do cost us money. We are not only here to help your animals feel better but to make a living as well.

We understand that unanticipated events occur in everyone's life. Cancellation policies may be waived at the discretion of Margaret & Celestial Equine Services.

TRAVEL

Travel fees are generally included in the service fee. If you are outside of the standard travel radius or you only have 1 horse near the edge of the travel radius, a travel fee may be discussed before your appointment is scheduled.

PAYMENT

Any deposits paid to reserve an appointment will be deducted from the final amount. During the appointment, Margaret/ Celestial Equine Services may suggest additional services not included in the original estimated price. The owner reserves the right to decline additional services that may change the final price, but understands in doing so they forfeit potential benefits from those services.

All payments must be paid to Margaret Parsons in full after services are rendered, and may be paid via cash, credit card (additional fee may apply), PayPal, Venmo, Zelle, or Check (for returning clients only). If a package of multiple sessions is purchased, that payment is due at the end of the first session.

REFUND POLICY

We do not offer refunds on deposits made to reserve a service, payments for services rendered, or cancellations received less than 24 hours before a scheduled appointment.

CONFIDENTIALITY AND CONVERSATION

The discussion between Celestial Equine Services and the client is private and confidential. We are happy to share our professional expertise, but reserve the right to decline discussions of a political or private nature.

LIABILITY DISCLAIMER

Working with any animal involves inherent risk. The owner shall agree to not hold Margaret Parsons/ Celestial Equine Services responsible for any injury or condition that may occur to their animal. Margaret Parsons/ Celestial Equine Services agrees not to hold the owner responsible for any injury that may occur to her during the appointment (e.g. from a bite or kick).

Margaret Parsons/ Celestial Equine Services reserves the right to stop an appointment at any time if they feel their or the horse's safety is in question &/or if the horse is not responding appropriately to the treatment.

EXISTING AND NEW MEDICAL CONDITIONS

It is the responsibility of the client to keep Margaret Parsons/ Celestial Equine Services informed of any medical treatment, current medications, or changes in the animal's health condition. If necessary, the client may be asked to obtain written permission from the veterinarian, chiropractor, physical therapist, or other health professionals that our services are safe to continue.

VETERINARY DISCLAIMER

Massage/Osteopathy/Bodywork is not, nor intended to be, a substitute for veterinary medicine. It is a complementary form of health care. The owner is advised to consult a veterinarian prior to the animal

receiving services with any medical concerns or questions and/or to verify with the veterinarian that services is appropriate for the specific animal in question.

Margaret Parsons is a Certified Equine Sports Massage Therapist NOT a veterinarian and, and therefore is not able to answer any medical questions nor diagnose or treat any illness or disease.

CONTRAINDICATIONS TO MASSAGE

The following is a list of situations that make massage inadvisable:

- The horse has a temperature.
- The horse has open or broken skin.
- The horse has an injury that has not been seen by a veterinarian. If the vet thinks massage is OK after examining the horse, massage and alternative therapies can help the horse to heal faster.
- The horse has a virus or disease- requires veterinarian approval.
- The horse has cancer or tumors- requires veterinarian approval.
- The horse has a skin condition such as a fungus that can be spread to others