



STAR Cancellation, Reschedule & Refund Policy

We strictly adhere to our Cancellation, Reschedule & Refund policy and are unable to make exceptions due to limited seating in our courses. If you register for a course and you do not show up for class, you will NOT receive a refund.

Cancellation:

4 or more calendar days prior to class – full refund, less a \$5.00 processing fee

3 days or less prior to class – NO REFUNDS – forfeit full tuition

Example: If your class starts on Saturday, you MUST cancel by 5pm Tuesday by phone to receive a refund.

Reschedule:

4 or more calendar days prior to original class date – no fee

3 days or less prior to original class date – \$25.00 reschedule fee

To cancel or reschedule a class, please call the main office at (208) 639-4540.

Refund:

Idaho **STAR DOES NOT ISSUE REFUNDS** or a free reschedule for any of the following reasons:

- **Not showing** up for class, day of class, regardless of reason.
- **Late arrival** for classroom or range session(s). Classes start on time. Be early.
- **Dismissal for not having required riding gear** ([click here for required gear](#)).
- **Dismissal for being a danger** to yourself or others during class.
- **Self-selection out of class after the course begins.**
- **Failure to provide a waiver** signed by a parent or guardian prior to class, if under age 18. Parent/guardian must accompany minors to first class session or have the signed waiver notarized. [Waiver](#)
- **Weather** that does not present a safety hazard, as determined by **STAR** Instructors and staff. We ride in all weather including rain, heat, cold, light snow, etc.

If you have an emergency and have to leave or miss your class, you must call the **STAR** office **within 48 hours** of the end of your course.

We do not guarantee refunds or reschedules for any reason after the fourth day before the class starts.