

Jester Park Equestrian Center

Pony Rides – Cancellation Policies

Jester Park Equestrian Center Cancelling

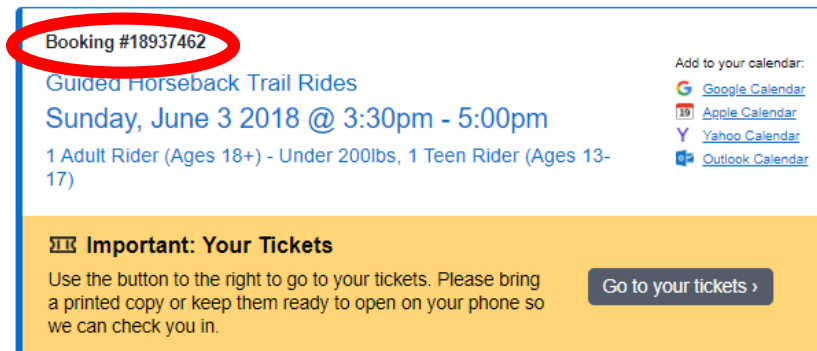
The Jester Park Equestrian Center (JPEC) reserves the right to cancel your reservation with or without prior notification. JPEC will notify customers of cancellations by phone call and/or email as soon as possible. All reservations that are cancelled by JPEC will be offered a full refund or an opportunity to rebook their reservation for a later date and time.

Primarily, JPEC will only cancel pony rides due to extreme weather circumstances that may jeopardize the safety of riders, staff, or horses on the premises. It is JPEC's policy that in the event of a *severe weather warning* issued by the National Weather Service, JPEC will cancel any and all reservations within the severe weather warning time frame.

Customers Cancelling Reservations

To cancel your reservation, you will need to notify JPEC by phone (leave a voicemail if necessary) or email listing the following details in your notification:

- Booking Number: (i.e: #01234567)
 - This 8-digit number can be found in your confirmation email you received after making your reservation. Example below circled in red.



- Contact Name
- Return Phone Number and/or Email Address

Customer cancellations will receive full refund or an opportunity to rebook their reservation if notice of cancellation is received by JPEC prior 48 hours of the scheduled reservation time. Any cancellations within 48 hours of the scheduled reservation time will be non-refundable and non-rebookable.

To cancel your reservation please contact us at least one of the two options below:

- (515)-999-2818
- [JPEC info@polkcountyiowa.gov](mailto:info@polkcountyiowa.gov)
 - **We encourage email notifications for an accurate time-stamp and written confirmation.*