



## 2024 Service Dates & Deadlines Billing Policies & Procedures

### 2024 Service Dates

- Winter 2024: January 8 - March 14
  - HGR Closed/No lessons: March 25-28
- Spring 2024: April 1 - May 23
  - HGR Closed/No lessons: May 27-30
- Summer 2024 Session 1: June 3 - June 27
  - HGR Closed/No lessons: July 1-4
- Summer 2024 Session 2: July 8 - August 22
  - HGR Closed/No lessons: August 26 - September 5
- Fall 2024 Session 1: September 9 - November 21
  - HGR Closed/No lessons: November 25-28
- Fall 2024 Session 2: December 2 - 19
  - HGR Closed/No lessons: December 20 - January 3, 2025

### Rider Registration & Medical Releases are due the 1st of the month for the next session.

Ex: Dec. 1, 2023 is the deadline for registration for services provided January - March 2024.

- Jan. 1, 2024 for services to be provided March - May 2024
- April 1, 2024 for services to be provided June 2024
- May 1, 2024 for services to be provided July - August 2024
- August 1, 2024 for services to be provided September - November 2024

### Scholarship Applications are due the 1st of the month for the following session.

Ex: Dec. 1, 2023 is the deadline for scholarship applications for Winter 2024 Session:

Jan-March 2024

- Feb. 1, 2024 is the deadline for Spring 2024 Session: March - May 2024
- May 1, 2024 is the deadline for Summer 2024 Session 1: June 2024
- June 1, 2024 is the deadline for Summer 2024 Session 2: July - August 2024
- August 1, 2024 is the deadline for Fall 2024 Session 1: September - October 2024
- September 1, 2024 is the deadline for Fall 2024 Session 2: November - December 2024

### Scholarship grants are awarded by the 16th of the month for the following session.

- HGR's Program Coordinator will contact award recipients via email by the 16th.

### 2024 Fee Schedule

- Rider Fees from families who private pay are due the 1st and 16th of each month.
- Ozaukee & Sheboygan County CLTS & CCOP Invoices are due the 5th of each month for services provided throughout the month prior.
- Ozaukee County CCS Invoices are due the 7th of each month for services provided throughout the month prior.

**See next page for HGR's Program Fees & Cancellation Policies.**



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### HGR's Program Fees & Cancellation Policy

- Equine Services for Heroes
  - US Military Veterans participate for FREE at Heaven's Gait Ranch.
  - Lessons are sponsored 100% by the generosity of our donors.
- Equine Assisted Learning\* for Individuals with Special Needs or Disabilities:
  - \$158.50 for a 45 minute group lesson
  - \$178.50 for a 45 minute private lesson
  - All families who private pay should inquire about HGR's scholarship funding.
- Therapeutic Riding\* for Individuals with Special Needs or Disabilities:
  - \$158.50 for a 45 minute group lesson
  - \$178.50 for a 45 minute private lesson
  - All families who private pay should inquire about HGR's scholarship funding.
- \*Heaven's Gait Ranch offers heavily subsidized scholarships for families who privately pay and qualify for financial assistance. Families with questions on how to apply should inquire with our Program Coordinator about the Andy Mueller Memorial Scholarship. Available funds vary by season.

### HGR's Cancellation Policy

Occasionally HGR will cancel lessons due to extreme weather or on site working conditions; participants will not be charged whenever HGR initiates a cancellation. When it's raining/snowing, alternative activities are safely planned for the day in the barn, which may include unmounted activities or telehealth, remote services. All staff come to work because they're expecting their participants to show. The lesson fee is the same whether the participant engages in mounted or unmounted activities.

**If a participant cancels within 24 hours of their scheduled lesson time, then the participant is personally charged for the full cost of the lesson. This includes families who pay out of pocket, participants on scholarship, and participants funded by county agencies. We understand that health emergencies arise; however, if a participant misses three consecutive lessons, then they will lose their allotted day and time for the remainder of the session. Participants may not begin a new session with an outstanding balance from previous lessons provided or last minute cancellations initiated by the participant/family.**



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Due Date	Item(s) Due
12/1/23	<ul style="list-style-type: none"> <li>New participant Rider Registration due for enrollment in W24 session</li> <li>Current Rider confirmation for W24 session due</li> </ul>
12/15/23	<ul style="list-style-type: none"> <li>Intakes for new participants joining in W24 have concluded</li> <li>W24 County Authorizations received</li> <li>2024 Authorizations approved spanning service dates of January 1 - July 30, 2024</li> </ul>
12/21/23	<ul style="list-style-type: none"> <li>2023 Fall Session 2 concludes</li> </ul>
1/1/24	<ul style="list-style-type: none"> <li>Returning Rider Registration annual documents due</li> </ul>
1/8/24	<ul style="list-style-type: none"> <li>W24 session begins</li> </ul>
1/5/24	<ul style="list-style-type: none"> <li>Dec 2023 County billing and progress notes due for CLTS and CCOP programs</li> </ul>
1/7/24	<ul style="list-style-type: none"> <li>Dec 2023 Billing due and progress notes for CCS programs</li> </ul>
1/11/24	<ul style="list-style-type: none"> <li>Payment for Private Pay families due for W24 session</li> </ul>
2/1/24	<ul style="list-style-type: none"> <li>New participant Rider Registration due for enrollment in Sp24 session</li> <li>Current Rider confirmation for Sp24 session due</li> </ul>
2/5/24	<ul style="list-style-type: none"> <li>Jan 2023 County billing and progress notes due for CLTS and CCOP programs</li> </ul>
2/7/24	<ul style="list-style-type: none"> <li>Jan 2023 Billing due and progress notes for CCS programs</li> </ul>
2/29/24	<ul style="list-style-type: none"> <li>Intakes for new participants joining in Sp24 have concluded</li> </ul>
3/5/24	<ul style="list-style-type: none"> <li>Feb 2024 County billing and progress notes due for CLTS and CCOP programs</li> </ul>
3/7/24	<ul style="list-style-type: none"> <li>Feb 2024 Billing due and progress notes for CCS programs</li> </ul>
3/14/24	<ul style="list-style-type: none"> <li>W24 session concludes</li> </ul>
3/15/24	<ul style="list-style-type: none"> <li>Confirmation of Spring participants &amp; authorizations</li> </ul>



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4/1/24	<ul style="list-style-type: none"> <li>Sp24 session begins</li> </ul>
4/5/24	<ul style="list-style-type: none"> <li>March 2024 County billing and progress notes due for CLTS and CCOP programs</li> </ul>
4/7/24	<ul style="list-style-type: none"> <li>March 2024 Billing due and progress notes for CCS programs</li> </ul>
4/11/24	<ul style="list-style-type: none"> <li>Payment for Private Pay families due for Sp24 session</li> </ul>
5/1/24	<ul style="list-style-type: none"> <li>Intakes for new participants joining in Summer24 have concluded</li> </ul>
5/23/24	<ul style="list-style-type: none"> <li>Sp24 session concludes</li> </ul>
5/23/24	<ul style="list-style-type: none"> <li>Final Payment for Private Pay families due for Sp24 session</li> </ul>
6/1/24	<ul style="list-style-type: none"> <li>Summer Session 1 begins</li> <li>Participant Rider Registration due for enrollment in Summer Session 2 (starting in July)</li> </ul>
6/5/24	<ul style="list-style-type: none"> <li>May 2024 County billing and progress notes due for CLTS and CCOP programs</li> </ul>
6/7/24	<ul style="list-style-type: none"> <li>May 2023 Billing due and progress notes for CCS programs</li> </ul>
6/13/24	<ul style="list-style-type: none"> <li>Intakes for new participants joining in Summer24 have concluded</li> </ul>
6/27/24	<ul style="list-style-type: none"> <li>Summer Session 1 session concludes</li> </ul>
6/27/24	<ul style="list-style-type: none"> <li>Final Payment for Private Pay families due for Summer Session 1</li> </ul>
6/30/24	<ul style="list-style-type: none"> <li>County authorizations must be updated to reflect service dates spanning July 1, 2024 - Dec. 31, 2024</li> </ul>
7/1/24	<ul style="list-style-type: none"> <li>Summer Session 2 begins</li> </ul>
7/5/24	<ul style="list-style-type: none"> <li>June 2024 County billing and progress notes due for CLTS and CCOP programs</li> </ul>
7/7/24	<ul style="list-style-type: none"> <li>June 2024 Billing due and progress notes for CCS programs</li> </ul>
7/11/24	<ul style="list-style-type: none"> <li>Payment for Private Pay families due for Summer Session 2</li> </ul>



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8/1/24	<ul style="list-style-type: none"> <li>New participant Rider Registration due for enrollment in Fall Session 1</li> </ul>
8/5/24	<ul style="list-style-type: none"> <li>July 2024 County billing and progress notes due for CLTS and CCOP programs</li> </ul>
8/7/24	<ul style="list-style-type: none"> <li>July 2024 Billing due and progress notes for CCS programs</li> </ul>
8/15/24	<ul style="list-style-type: none"> <li>Final payment due for Private Pay families for Summer Session 2</li> </ul>
9/5/24	<ul style="list-style-type: none"> <li>August 2024 County billing and progress notes due for CLTS and CCOP programs</li> </ul>
9/7/24	<ul style="list-style-type: none"> <li>August 2024 Billing due and progress notes for CCS programs</li> </ul>
9/9/24	<ul style="list-style-type: none"> <li>Fall Session 1 begins</li> </ul>
9/15/24	<ul style="list-style-type: none"> <li>Payment due for Private Pay families for Fall Session 1</li> </ul>
10/1/24	<ul style="list-style-type: none"> <li>New participant Rider Registration due for enrollment in Fall Session 2</li> </ul>
10/5/24	<ul style="list-style-type: none"> <li>September 2024 County billing and progress notes due for CLTS and CCOP programs</li> </ul>
10/7/24	<ul style="list-style-type: none"> <li>September 2024 Billing due and progress notes for CCS programs</li> </ul>
10/15/24	<ul style="list-style-type: none"> <li>Final due for Private Pay families for Fall Session 1</li> </ul>
11/1/24	<ul style="list-style-type: none"> <li>New participant Rider Registration due for enrollment in Fall Session 2</li> </ul>
11/5/24	<ul style="list-style-type: none"> <li>October 2024 County billing and progress notes due for CLTS and CCOP programs</li> </ul>
11/7/24	<ul style="list-style-type: none"> <li>October 2024 Billing due and progress notes for CCS programs</li> </ul>
11/15/24	<ul style="list-style-type: none"> <li>Payment due for Private Pay families for Fall Session 2</li> </ul>
11/21/23	<ul style="list-style-type: none"> <li>Fall Session 1 concludes</li> </ul>



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12/1/24	<ul style="list-style-type: none"><li>• Rider Registration due for enrollment in W25 session</li><li>• Updated Authorizations Requested for January 1 - June 30, 2025</li></ul>
12/2/23	<ul style="list-style-type: none"><li>• Fall Session 2 begins</li></ul>
12/5/23	<ul style="list-style-type: none"><li>• Nov 2024 County billing and progress notes due for CLTS and CCOP programs</li></ul>
12/7/23	<ul style="list-style-type: none"><li>• Nov 2024 Billing due and progress notes for CCS programs</li></ul>
12/19/23	<ul style="list-style-type: none"><li>• Fall Session 2 concludes</li><li>• Intakes for new participants joining in W25 have concluded</li><li>• W25 County Authorizations received</li><li>• 2025 Authorizations approved spanning service dates of January 1 - July 30, 2025</li></ul>
12/19/23	<ul style="list-style-type: none"><li>• Final balances due for Private Pay families for Fall Session 2</li></ul>