



FAQs for the Equine Liberty Sports™ Subscription Program

WHAT IS THE SUBSCRIPTION PROGRAM? The Equine Liberty Sports subscription program, which is enjoyed through the Equine Liberty Sports website, is an easy way for you to access full length tutorials, and receive on-going support, fun and inspiration. Think of it as passport to a whole new world!

HOW LONG DO THE SUBSCRIPTIONS LAST? Equine Liberty Sports is offering 6-month subscriptions that can be renewed over and over again. We feel that 6 months is enough time to play with the new ideas and get a sense of whether the program fits your current wants and needs.

WHAT WILL I RECEIVE WITH MY SUBSCRIPTION? You will be able to view all full length tutorials that are currently available (avg 45 minutes each), immediately and as often as you'd like, as well as all full-length tutorials that are released during your subscription period. You will be given instant access to the Liberty Handlers Arena, which is a private section of the Equine Liberty Sports website, for your eyes only. The lessons in the Get it (Even) Better section support you as you are learning the program, and the Get Liberated! section offers a continual flow of activities and ideas to encourage you to "color outside the lines."

WHY IS EQUINE LIBERTY SPORTS OFFERING A SUBSCRIPTION PROGRAM? The body of work that has been released to date needs to be "at your finger tips" as you are progressing through the program. You will be encouraged to review previous lessons as you progress through the program, especially the Liberty lessons because horses and handlers progress at different rates. The subscription program, available through the website, makes this easy to do. Further, we predict that you will enjoy the program so much, that you will want to play with other horses, and as such, you will need to refer to early lessons easily.

Perhaps most importantly, Equine Liberty Sports is much more than a new teaching program, it is a whole new way of experiencing your horse. The continual flow of ideas, innovations and fun *alone* is worth the trip!

HOW OFTEN WILL NEW, FULL-LENGTH TUTORIALS BE RELEASED? Equine Liberty Sports releases a new full length tutorial every 6-8 weeks, on average. We strongly recommend that you take your time with each tutorial and focus on creating deep and permanent learning and conditioning. When you begin to dabble with Liberty you will understand why focusing on quality is critical— if you rush through early lessons, your Liberty play may begin to fall apart! You will receive weekly lessons, tips and ideas, often in short video form, to enhance and support your experience— the learning is continuous!

WHO IS ELIGIBLE FOR THE PROGRAM? Any horse owner, any age, anywhere in the world is invited to enter this incredible new world. All you need is a computer or mobile device, internet access, and the ability to pay for the subscription, on-line. Parents should feel secure about their child enjoying the tutorials and the Liberty Handlers Arena.

HOW (AND WHERE) CAN I VIEW MY TUTORIALS AND LIBERTY HANDLERS ARENA POSTINGS? Liberty handlers can view their full length tutorials and stay connected with Equine Liberty Sports through the website on a computer or mobile device— take your lessons out to your horse!

WHAT COMPUTER, SYSTEM, OR DEVICE REQUIREMENTS ARE NEEDED TO ENJOY THE TUTORIALS? You will need an Internet broadband connection to view the tutorials. Tutorials can be streamed through the following browsers: Internet Explorer 9 or over, Firefox , Chrome and Safari. Tutorials can be viewed through the website on Smartphones, ipads with a WIFI or an Unlimited Data Connection.

HOW DO I ACCESS MY TUTORIALS AND THE LIBERTY HANDLERS ARENA? On the upper right hand corner of Equine Liberty Sports website pages there is a Liberty Handlers Log-in button. After you log-in, you will be given a choice to watch your tutorials or go to the Liberty Handlers Arena.

No Lines. No Limits.



FAQs for the Equine Liberty Sports™ Subscription Program, *continued*

HOW WILL EQUINE LIBERTY SPORTS COMMUNICATE WITH SUBSCRIBERS? When you purchase a subscription, we will use your email address to set up the account. Your email address is also how we will stay connected with you, notifying you anytime we've uploaded or posted anything new!

HOW DO I PURCHASE MY SUBSCRIPTION? Go to the [Subscribe Now!](#) button or link at the bottom of every page. You will be walked through a process to sign up and purchase your subscription, which you can pay for through paypal or a major credit card.

HOW DO I RENEW MY SUBSCRIPTION? One month prior to your subscription period ending, we will begin to send you reminders through your email that your subscription is up for renewal. Equine Liberty Sports will offer subscribers discounts to continue with the program. You will be provided links that will walk you through the renewal process.

CAN I CANCEL MY SUBSCRIPTION? Equine Liberty Sports is not offering refunds on subscriptions. Once you subscribe, you are a Liberty handler for 6 months! Before you subscribe, we encourage you to watch the public videos on YouTube and Vimeo, follow Equine Liberty Sports on facebook, or go to the blog on this website, to see if the ideas are right for you and your horse.

CAN I GIVE MY SUBSCRIPTION TO SOMEONE ELSE? Subscriptions are non-transferable. However, Equine Liberty Sports wants everyone to play with Liberty, which is why we created a friend referral program.

CAN I REFER MY FRIENDS TO THE PROGRAM? Yes! We think horse owners everywhere should enjoy the program. Equine Liberty Sports has launched the "Friends want Friends to do Liberty" referral program. Look for information on the Equine Liberty Sports website or Liberty Handlers Arena.

IF I AM HAVING PROBLEMS VIEWING TUTORIALS OR ACCESSING THE WEBSITE, WHO DO I CONTACT? Go to the contact link at the bottom of every page on the Equine Liberty Sports website. We will respond to your problem or question as soon as possible. Equine Liberty Sports is based in the USA and we respond to all communication during USA daytime hours, 7 days a week.

WHAT HAPPENS IF I AM UNABLE TO ACCESS MY TUTORIALS OR THE WEBSITE? We do not live in a perfect world and technical problems do occur that are beyond our immediate control. However, Equine Liberty Sports is working with top internet service providers. If the website is down or the videos are not streaming, the technical problems will be resolved as quickly as possible.

WILL SUBSCRIPTION FEES CHANGE? The subscription fees for Equine Liberty Sports will increase over time as more full length tutorials, short lesson videos, and content is added. Subscribers will be invited to renew their subscription at a discounted rate that will be communicated to them privately, at the time of renewal.

CAN I COMMUNICATE WITH OTHER LIBERTY HANDLERS? At this time, we invite you to communicate with other Liberty handlers through the Equine Liberty Sports facebook page. Equine Liberty Sports will be adding a private forum on the Liberty Handlers Arena. Look for announcements!

WHAT HAPPENS WHEN MY SUBSCRIPTION EXPIRES? When your subscription expires, you will no longer have access to the full-length tutorials or the Liberty Handlers Arena. We will be offering our Liberty handlers special discounts and promotions to encourage you to renew your subscription.

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