



## Lesson, Cancellation, and Make-Up Lesson Policies

January 1st, 2018

- Payment for one month's lessons, is required on the first week of the month.
- 30 days' notice in writing to our Equine Administrator is required to cancel rider placement in the student lesson program. A penalty fee of \$100.00 (+HST) will be applied with insufficient notice.
- WCP requests that all students, with the exception of horsemanship, be in the barn 30 minutes before their scheduled lesson. **If riders consistently show up less than 15 minutes before their scheduled lesson, WCP instructors reserve the right to the decline the lesson with no make-up lesson.** Horsemanship clients are to arrive at their scheduled lesson time.
- **24 hours of notice will be required for lesson cancellations.** In the event of a client cancellation, WCP will offer only 1 make-up lesson per rider per month (1 makeup lesson per month is if you lesson 1x a week). Any scheduled regular or make-up lesson cancelled without 24 hours' notice will not be made up. Equine Administrator will confirm lessons makeup date upon reviewing makeup lesson form.
- Please note that make-up lessons:
  - May not be at the student's usual level
  - May not be taught by the student's usual instructor; and/or
  - May be in the form of a theory lesson.
  - May not be in the usual lesson size configuration. (i.e. Private, semi-private & group)
- If the School is forced to cancel lessons due to inclement weather or extenuating circumstances, make-up lessons (which may also be offered as theory lessons) will be offered at specified times. These make-ups will be honored for 30 days.
- Please be advised that circumstances may warrant a substitute instructor during both regular and make-up lessons.
- The school has the right to substitute a mounted lesson with a theory lesson. Horsemanship skills are a necessity to staying safe and building well-rounded rider. This will be up to the discretion of your instructor.

### HOLD YOUR SPOT FEE

- Riders who wish to take a leave of absence from lessons while holding their lesson time/spot, will be required to pay \$20 (+HST) per lesson that they will miss in order to save their lesson time for their return. WCP reserves the right to approve leave of absence on a case by case basis with 30 days' notice, as all invoices are created the 1<sup>st</sup> of the month. Please note that this is a non-refundable fee. This can be used in combination with your one makeup lesson per month. For example, if you are away for 2 weeks, we can offer the makeup lesson for the one lesson missed, and then apply the \$20.00 (+HST) fee for the other lesson missed. Or just use the "hold you spot" fee for the 2 weeks that you'll be away then no makeup lesson will be needed. Please note that this rule doesn't apply to boarders and leasers.

### SAFETY NOTES:

- All visitors to the site must present themselves to the front office or a team member on arrival and sign a waiver.
- **For your safety and that of our horses, only staff and riders are permitted in the barn areas.**
- For the safety of the horses, students, and family, WCP requests that all small children are properly supervised by an adult at all times. Family and friends are respectfully requested to not interfere in lesson time by speaking to students or entering the ring.
- Please note that dogs are not permitted in the barn/office or arena, and must be on a leash at all times while on-site.
- WCP requests that riders check with a staff member before feeding our horses any type of treat.

**By Signing below and/or participating in lessons at Wesley Clover Parks' Ian Millar School of Horsemanship, I agree to the terms of the lesson program indicated below, and the terms of the cancellation and make-up lesson policies.**

Print rider Name: \_\_\_\_\_ Signature: \_\_\_\_\_

If rider is under 18 years of age:

Print Parent/Guardian Name: \_\_\_\_\_ Signature: \_\_\_\_\_