

### **Diamond C Lesson Cancellation Policy**

All cancellations must be made 24 hours or longer in advance to allow time for us to re-schedule another person into that lesson. If 24 hour notice is not given (we must have been notified and confirmed your notification) and there is no good reason or emergency you will be held responsible for the full amount of the lesson. You will also be held responsible for the full amount of the lesson fee if we do not have anyone to replace your child's spot. We cannot give credit on a lesson fee that we were not able to recoup by another student filling up the empty spot on the particular missed day and time. All lessons are pre-paid on a month-to-month basis, so in order for us to give proper credits or reschedule a make-up for valid reasons such as illness or emergencies, we need enough notice to do so and will consider case-by-case. We do have to leave horses up in the barn for lessons and coordinate schedules with the other instructor for the use of horses, so it would be greatly appreciated if a call could be made for cancellations (no e-mails). If you or your child misses 3 lessons in a row, the time slot will be given away, and we will find another day and group for your child to ride in. We do not have a part-time riding program in place, Diamond C is set up as a sport/activity where we offer riding lessons 1 hour pr week on a month-to-month basis. If several classes are missed, your current riding group has most likely advanced, and you can no longer ride in that group.

Make-up lessons are offered if we have availability. A make-up lesson has to be completed in the same week of the missed lesson, and/or in the same month of the missed lesson time (same billing period). A make-up lesson does not roll over into the following month. A make-up lesson can only be offered if proper notice was received and for valid reasons only. Make-up lessons are offered only if availability allows us to do so.

Holiday/Vacation-We are open on holidays and classes are offered unless you have been notified by us. The barn is open 6 days a week, closed only on Sundays. If a holiday and/or vacation falls on a day that lessons are running, please give us proper notice and you will have the opportunity to do make-up the lesson (if proper notice has been given with a valid reason). If the vacation time will take up the majority of a month, we suggest dropping out of your current group, to allow for others to attend that time-slot. You can re-enroll back at any time, if we haven't already filled all of our times and do not have availability. We do not accept partial payments, and we do not offer part-time lessons.