

## Payment and Cancellation Policies

**Pick up & Drop off:** Please arrive no more than 15 minutes before the designated start time of your lesson. Following the lesson, please allow a few minutes for picking up and making sure students have all of their belongings.

Due to the nature of working with animals, sometimes the schedule is running behind. If possible, I will let you know beforehand. I will never run more than 15 minutes behind (i.e. running the lesson late to complete something or to make up for starting late).

**If you are more than 15 minutes late for your lesson without communication via text message or voicemail, the lesson is forfeited.**

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**Payment Policy:** Payment is due at the time of your scheduled lesson. All payments are final. No refunds will be issued. By scheduling your lessons, you agree to make payments on time and as agreed upon based on the lesson package you are purchasing.

### 8-week Riding Lesson Packages Rates

- 1-hour private \$416
- 30 minute private \$288
- 1-hour semi-private \$288/rider
- 1.5-hour group lesson \$288/rider

### Once-a-Month Lesson Package Rates

- 1-hour private \$165
- 30 minute private \$114
- 1-hour semi-private \$114/rider
- 1.5-hour group lesson \$114/rider

### Non-package Riding Lesson Rates

- 1-hour private riding lesson: \$60
  - 30-minute private: \$40
  - 1-hour semi-private: \$40/rider
  - 1.5-hour group: \$40/rider
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By scheduling your lessons, you agree to keep those lesson times. All lessons must occur during the time frame agreed upon at time of scheduling and payment. If a situation arises where you cannot make your lesson, follow the cancellation policy, and **please contact me by text at 802.272.8834.**

### **Weather Cancellations**

Riding lessons will be canceled if...

- the temperature at the time of the lesson is below 10 degrees or above 90 degrees (riders can also set their own personal cut-off temperatures)
- there is a severe storm forecasted for the lesson time (snow/T&L/wind, etc.)

**\*\*Weather cancellations will always be communicated via phone call, text, and/or email.\*\***

### **Cancellation policy**

**All Riding Lesson Packages:** If you need to cancel your lesson **please call/text AND email.**

Cancellations can be made at any time before the beginning of the lesson (although advance notice is appreciated). Lessons must be rescheduled *within the package period*, or the following week (which is an “off week” for the farm, left mostly open for rescheduling purposes). Up to half of your package lessons can be rescheduled (8-week packages only). After that they are considered forfeited (excludes farm and/or weather cancellations).

**No refunds or credits.**

No-call, No-shows will be considered forfeited, and not rescheduled

### **Non-Package Riding Lessons:**

Same-day cancellation: Half-payment owed

No Call/No show: Full payment owed

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If you are concerned about any of the above and your ability to keep your scheduled lessons, scheduling single lessons is always an option. I offer a large discount for those who register into an 8-week package. Keeping the scheduling and cancellation policy above allows me to make this available to you. For more info visit [www.ahasohillfarm.com](http://www.ahasohillfarm.com).