

Terms and conditions

General

- Students to arrive 5 min before lesson starts, **sign in at the office** and then head to yard, where they will be given their horse to lead in hand to their assigned arena. If students are not comfortable leading the horse a staff member will assist them
- Lessons can be on a weekly or fortnightly basis on the same time and day each week
- Lessons are on an ongoing basis and 2 weeks' notice is required to cancel your lesson booking
- We will **not** hold a riding lesson spot open for you without payment if you are away for longer than 2 weeks
- We are happy to offer one off trial lessons where we have room for those wanting to see if they enjoy riding
- All lessons are 30 min 1 on 1 lessons costing \$70 - \$75 depending on how you choose to pay
- We try our best to ensure consistency of coaches, however there will always be times when you will have a substitute coach. Please embrace this experience. Every coach has something they will teach you.
- We try to get students to ride a variety of horses as no horse is the same as another. Some horses are more technically difficult than others, requiring you to learn new skills. Just because you can walk, trot and canter on one horse doesn't mean you will be able to on every horse.
- No coaching from the sidelines – our team of coaches are very experienced and undergo regular training, please leave it up to them to do the coaching.
- If you have concerns regarding a coach or your child's progress please speak to the office and this will be escalated to the owners and head coach. We can then get in touch to discuss your concerns.
- Horse riding is a difficult and technical sport. It may look like your child is doing the same thing every week, however they will be focusing on different skills that are required for more advanced riding. Getting the basics right will then mean that they can advance at a quicker rate overall.

Fees and Payment

- Students will be required to pay in advance for lessons.
- Students can pay 1 week in advance and pay \$75 per lesson

Absences/ Cancellations/ Make up lessons

- **All session cancellations must be via text to 0412 922 588**
- 48 hours' notice is required to cancel a lesson and be entitled to a makeup lesson
- All **cancellations made within 24 hours of your lesson** time will forfeit your lesson fee

- Students are allowed 1 absence without charge within a 12 lesson period, where 24 hours' notice is given (please speak to office staff to confirm exact dates your 12 lesson period covers)
- Any further absences students will be required to pay for their lesson and will either be offered a make-up lesson or forfeit their lesson fee

Make-up lessons

- Make up lessons are an **additional** lesson on top of your current lessons to make up for a missed lesson
- Make up must be taken within 2 weeks of lesson being cancelled
- Make up lessons will only be offered where 24 hours' notice is given to cancel your lesson
- Make up lessons will not necessarily be with your normal coach and will be any day or time we have available. We will try to accommodate you, however if there are no lessons available that are convenient for you, you will forfeit your money

Weather policy

- **Wet Weather** - Horse riding is an all-weather sport and will go ahead even if it is raining. We will however cancel ridden lessons if we feel it is too dangerous to ride, strong winds, thunder and lightning, torrential rain.
- **Extreme heat** – our hours of operation change from winter to summer to try to avoid riding during the hottest hours of the day. However we do at times experience extreme temperatures. If we deem it too hot to ride for both the welfare of the rider and horses, ridden lessons will be cancelled
- Where lessons are cancelled due to bad weather or heat we will run **theory lessons**. These lessons will cover important information that make you a better rider. These lessons are part of your lesson commitment and not attending these means you will forfeit your money. No make-up lesson will be given for not attending a theory lesson

All cancellations or lesson queries must be sent via text to

0412 922 588

Student Name:

Date:

Guardian Name:

Signature: