## CANCELLATION POLICY

**A 24-hour notice is REQUIRED for all lesson cancellations. Lessons may be cancelled in person or by phone (call or text) to 678-718-7180 ONLY.**

**Lessons cancelled under 24 hours will be forfeited, no exceptions**.

The following reasons may allow for rescheduling:

* The student is sick or injured.
* There is a family emergency.
* There is a foreseen scheduling conflict and you have previously notified your instructor.

**Rescheduling must be done within three days of the missed lesson. Any cancelled lessons must be made up within 30 days of the originally scheduled lesson. Make-ups are not redeemable for cash or credit.**

**Weather:**

Instructors and students/parents are responsible for checking the weather of their scheduled lesson day. If the weather is bad the instructor will contact student/parent with any changes or cancellations at their discretion. If student/parent has not been notified of any said changes or cancellations and chooses not to show up for their scheduled lesson, they will be forfeit said lesson.

**Running late:**

Students may be no longer than 15 minutes late for a scheduled lesson. Any extra time the student takes upon arrival to get ready will cut into the student's ride time. **Students arriving any later than fifteen minutes after their group lesson time without notifying instructor of a late arrival will not be allowed to join the lesson, and will still forfeit said lesson.**

The Stables at Towne Lake values each of our students/parents and is so grateful for their business. Please understand this agreement is to clear up any confusion for cancellations and make-up lessons in the future.

Thank you so much.

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Student Name (Print)

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Student Signature (Or Parent/Guardian Signature) Date

\_\_\_\_\_\_\_(Please Initial) **I understand the above agreement and agree to be bound to aforementioned agreement while I am a client at The Stables at Towne Lake.**

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# For all group and private lessons

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**AT TOWNE LAKE**