

# SHOWTIME *farms*

## Lesson Cancellation and scheduling policy

**Cancellation Policy:** 24-hour notice is required for cancellation of any lesson regardless of the reason. If canceling with 24+ hour notice, the lesson can be rescheduled within one month. If canceling with less than 24-hour notice, the lesson will not be refunded, regardless of the reason.

**Student Cancellations:** If you need to cancel a lesson, you **must call or text the Showtime Farms number at (262) 537-2167 at least 24 hours in advance**. This number is available 24/7. You can also email or Facebook message so long as it is 24 hours in advance. Leave a voicemail or text for cancellations. Cancellations received the day of the lesson/ less than 24 hours in advance will still be charged. Some consideration maybe given in the event of an emergency or sickness but that will be at the instructor's discretion.

Please remember that even if you didn't show up for your lesson, your instructor still did. Kindly understand that your lesson time reserves space in the arena, the instructor's time, and when using our horses, a school horse and specific tack. Giving us 24 hours' notice allows us to efficiently plan our day and book other lessons. Late cancellations result in a loss of revenue, a void in the schedule that is too late to fill, and possibly resulted in a day that the instructor came in early or stayed late just to teach you.

**Late Arrivals:** If you arrive late to your scheduled lesson, your lesson will end at the regularly scheduled time. Even if we don't have another lesson that follows your slot, we do have other tasks scheduled that need to be tended to. Students who arrive more than 15 minutes late for groups and ½ hour lessons or more than 30 minutes late for hour privates will be unable to ride and will still be charged the regular rate. If you show up late to your lesson, the portion you missed will not be discounted or refunded.

**Weather Cancellations:** Our lessons are held rain or shine. In the case of bad weather, we ride indoors, and lessons will continue to run. If you don't hear from us, you should assume that your lesson is going to take place. Lessons missed without cancelling because you thought they were cancelled due to weather will not be refunded.

**Scheduling Lessons** – When scheduling lessons please do your best to pick times that you will be able to get to constantly. Remember to figure in your drive time, traffic conditions at that time of day, and weather depending on the time of year. Plan on arriving to your first lesson 15 minutes early to fill out paperwork. Arrive to your weekly lessons with enough time to get yourself ready and your horse tacked if needed.

\_\_\_\_\_ I have read and understand all off the rules and policies as stated above. I have also been given an opportunity to ask questions if needed. I further understand that it is my responsibility to practice and adhere to all of the lesson policies and barn rules. By signing below, I agree to these terms as they have been outlined above.

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**PrintedName:** \_\_\_\_\_