



## **Payment and Cancellation Policy** as of January 1, 2023

All lessons are prorated at the beginning of the month and payment is due no later than 7<sup>th</sup> of the month or at time of service, whichever comes first. Failure to do so may result in the suspension of lessons until the balance is paid. If you require alternative consideration, please contact the office. Lessons rates may change without notice. Payments can be made by cash (black mailbox in tack shed), cheque (payable to "Sprout Meadows") or e-transfer (sproutmeadows@hotmail.com).

Make up lessons or refunds/credits **WILL NOT** be given in the event a rider cannot attend their lesson. This scheduled time has been held for the rider and it is expected that the rider will make every effort necessary to attend. This includes, but is not limited to, transportation issues, minor illness (colds/flu), vacations, and conflicts with other activities/school functions. Considerations may be given in the event of serious illness/injury (doctor's note required) of the rider or extenuating circumstances and is at the sole discretion of Sprout Meadows. All unattended lessons (including no shows) will be considered forfeit and full payment is expected.

Prolonged period of absence (1 month or more) may result in loss of scheduled lessons and a new lesson day/time may be arranged upon return, schedule providing. We cannot guarantee a space will be available once you are removed from the schedule. Withdrawal from any scheduled lessons must be given with a minimum 2 weeks written notice via email to the office. Verbal notice to any staff member will not be accepted. Failure to do so will result in billing and full payment is expected.

All riders are expected to arrive at their lessons on-time and ready to ride. Failure to do so may result in a shortened lesson or cancelled lesson (at the coach's discretion) at which point the lesson will be considered forfeit and full payment is expected. Please refer to the website for proper riding apparel.

Any disregard for safety rules and farm etiquette may result in dismissal from the property and full payment is expected for all scheduled lessons and owing balances.

Any abuse of staff, horses, or other riders **WILL NOT** be tolerated and **WILL** result in dismissal from the property and full payment is expected for all scheduled lessons and owing balances.

In the event of facility closure due to inclement weather, make up lessons or credits will be issued for any lessons or training services of which have already been paid and is at the sole discretion of Sprout Meadows. Sprout Meadows reserves the right to substitute any riding lesson for a stable management lesson, without notice, due to unsafe weather conditions for riding or to accommodate horses' workloads in the event of injury or illness. Regular lesson rates apply. If a rider chooses not to attend an offered stable management class, the lesson will be considered forfeit and full payment is expected.

These policies are strictly enforced by office staff and Sprout Meadows reserves the right to make exceptions at its sole discretion, Sprout Meadows reserves the right to amend its policies without notice.