



Riding School Policies at WOODLANDS EQUESTRIAN CLUB

As per January 2024

- 1. Liability Release.** Upon entrance to Woodlands Equestrian Club (WEC) property, students, guests, or guardians or parents of minor students or guests, must have signed our liability release form online (visit www.woodlandsridinglessons.com), scroll down and find "Liability Release" button or ask your instructor to help you fill it up from your smartphone.
- 2. Dress Code/Safety.** All students must wear an ATSM approved equine riding helmet, riding boots (or similar) and a WEC polo. WEC has a limited selection of riding helmets available for student's use. Please note that WEC does not guarantee that your correct size will be available, and proper helmet fit is essential for your safety.
- 3. Minimum Requisites.** Students must be at least 3 years old. Students younger than 12 years must be accompanied by an adult at all times (Summer Camp participants excepted). WEC's horses can only accept students with a maximum weight of 240 lbs.
- 4. Registration and payments.** Credit Card is required upon registration. The billing is after lessons take place. We send out invoices between during the first 5 business days of the month and customers have 5 days to make their payments. Any unpaid invoices on the 10th will get charged to the card on file. All clients must sign our waiver and a New Client form, Riding School policies and the credit card authorization auto-pay document. Until all these documents are signed the client cannot start their lessons. We only accept checks and cash for trial lessons and for shows entries. **A minimum of 4 lessons Monthly packages are required.** An additional \$20 fee will be invoiced per any missing lesson of those who do not take at least a 4 lessons monthly package.
- 5. Deposits.** Declined cards/past due invoices are subject to late fees/suspension of lessons until paid. For frequently declined credit card charges/past due invoices, we require a **deposit** of 4 lessons to continue lessons at WEC. The deposit will be used to pay any past due balances if you choose to discontinue lessons.
- 6. Cancellation of Recurring Payments.** Client must first contact WEC to request that the recurring payment be cancelled. We must receive your request at least three (3) Business days before the payment is scheduled to be made and in writing to info@woodlandsridinglessons.com. Such stop payment request will cancel one (1) recurring payment. If you want to permanently stop all recurring payments, we require you to put your request in writing and get it to us within fourteen (14) days in order to stop such payments for good and to cease receiving services from us. If you cancel a payment which has already been processed and a written cancelation request has not been received within 3 business days, \$20 fee will be charged to you along with any pending charges.
- 7. Forbidden.** Smoking is completely forbidden at WEC and outside WEC's adjacent fences. Carrying any type of weapon is completely forbidden inside WEC's facility and outside WEC's adjacent fences.
- 8. Lessons Cancelled for long periods.** Students may ask for extended absences from lessons because of travel, extended illness or injury, vacations or other reasons and be granted the absence without any fees or make up lesson applied if they give notice of the absence at least 2 weeks in advance of their absence. (Emergency notice will be approved at the discretion of the trainer) students may return to lesson when they return but we cannot guarantee they will be able to have their same scheduled day and time or type of lesson.
- 9. Guest Rides.** As a courtesy to our members, visiting guests of WEC Members may purchase individual lessons as an exception. Please confirm availability for guest lessons with WEC prior to your arrival. Guests must abide by all WEC Policies and sign a liability release.
- 10. Lessons Protocol.** Once a lesson starts, regardless of the activity of that moment (tacking, grooming or riding), we request parents and tutors to NOT disturb and interfere the lessons unless there is an emergency. If the reason for interrupting a lesson can wait, please do so. Once the lesson has finished parents/tutors can approach and chat or ask questions to the student and/or trainer.
- 11. Weather.** WEC has a large covered and lighted arena available for multiple lessons. WEC will only cancel lessons due to extreme weather conditions such as thunderstorms, hail, or hurricanes. Students will be notified by email and or phone. However, our facility allows lessons to occur 95% of the time. Any lessons that are cancelled by WEC for bad

weather or any other reason, or by an individual trainer for any reason, will be automatically made up to the student with make-up lessons at no additional fee and at the availability of the student and trainer ASAP.

- 12. Pets.** We would like to suggest to leave your pets at home and do not bring them to our barn. If you must, please know that clients' dogs must be: fully vaccinated; on a leash at all times; under the supervision of an older than 13 years old owner.
- 13. Notice.** Woodlands Equestrian Club and its students have a common agreement of services provided in exchange of a paid invoice. At any time, students and Woodlands Equestrian Club may break that agreement by written notice, once the student has paid full any unpaid invoices.
- 14. Holiday/Vacation.** We are open almost all year and lessons are offered unless you have been notified by us. During major holidays such as **Christmas, 4th of July, Spring Break and Thanksgiving**, ask your riding school Director.

*** Riding School Cancellation Policy ***

24 hrs Policy. All cancellations must be made 24 hours or longer in advance. **Only one cancellation per student is allowed per month** (unless emergency or trainer approved absent reason) for make-up. Cancellation must be 24 hours in advance of scheduled lesson for make-up. Any cancellation or no show for lesson without proper notice to the trainer will be charged to the student as being completed, no make-up lesson will be available to the student.

Reschedule Lessons. In the case of a properly notified cancellation of a student in a semi-private or group lesson, the student will be charged a private lesson fee for his/her make up lesson instead of his/her semi-private or group fee, which will be billed extra on his/her next invoice. (if the arrangements are made at the approval of the trainer, to have a semi-private or group make up lesson, the fee of that type of lesson will be applied). If a student wants to be in Group or semi-private lessons but the trainer cannot accommodate him/her because there is not spot or availability the student must do a private lesson. The students who do come to their regularly scheduled semi-private or group lesson when the other rider(s) does not come will enjoy their normal lesson fee, no matter if they receive a private or semi-private or group lesson depending on how many students did show up. Make up lessons must be scheduled with the student's trainer and at the availability of the trainer. Make up lesson should be scheduled within the same month as the cancellation or ASAP within the following month. Make up lesson not taken within 30 days will be considered as full filled and forfeited by WEC unless special circumstances, an agreement is made between the trainer and the student. We cannot give credit on a lesson fee that we were not able to recoup by another student filling up the empty spot on the particular missed day and time. All lessons are pre-paid on a month-to-month basis, so in order for us to give proper credits or reschedule a make-up for valid reasons such as illness or emergencies, we need enough notice to do so and will consider case-by case. We do have to book horses and tack up for lessons and coordinate schedules with the other instructors for their use, so we require you make a phone call directly to your trainer or Riding School Director to make cancellations. Do not call the main line of the club and do not email, since you would need to let the trainer know ahead of time. If you or your child misses 3 lessons in a row (2 if prime time), the time slot will be given away, and we will find another day and group for you to ride in. We do not have a part-time riding program in place, WEC's Riding School is set up as a sport/activity where we offer a minimum of 1 hour per week riding lesson on a month-to-month basis. If several classes are missed, your current riding group has most likely advanced, and you can no longer ride in that group. Make-up **Private** Lessons are offered if we have availability and has to be completed in the same month of the missed lesson time (same billing period). Make-up **Group** and semi-private lessons are offered on a selected date at the end of the month in a group lesson always. Make-up lessons do not roll over into the following month.

We do not accept partial payments, and we do not offer part-time lessons. Thank You for Your Consideration.

Woodlands Equestrian Club