



Lesson Policy and Agreement

Thank you for choosing Greenlawn Equestrian Center! We strive to provide the most comprehensive, safe and professional riding experience that we can. To that end, we have implemented the following policies to ensure that we operate efficiently and that we treat all clients fairly. By committing to a lesson package, you agree to the following policies:

- Lessons will be held rain or shine. If the weather is too cold or windy to ride, we will offer an unmounted horsemanship lesson that will count as your scheduled lesson. If you cancel on the same day because of weather despite the barn remaining open and an unmounted lesson alternative being offered, you will be charged for the cost of the lesson.
- Please provide 24 hour notice of cancellation. We organize our staff and assign horses based on your expected attendance. Failure to provide 24 hour cancellation notice will result in a charge for the cost of the lesson.
- Please arrive for your lesson on time. We generally run a tight schedule and have blocked a set time for your horse and your trainer. If you arrive late, your lesson will be shortened and it will end at the time it was originally scheduled to end. If a lesson starts late because of scheduling issues with horses or trainers, you will receive a full-length lesson.
- Please plan to pay for a lesson package before or at the first lesson of that package. You will not be rescheduled for your next lesson until the package has been paid for.
- All students will be instructed according to a predetermined curriculum. It will be at the instructor's discretion – not the student's, the parent's, or management's – to determine when a student should advance to the next level.
- Your horse will be selected by your instructor each lesson based on a number of factors. You should not expect to ride the same horse every lesson and you will not be guaranteed your selection of horses.
- There may be times when a substitute instructor will be assigned to teach a lesson.
- Students are expected to sign in when they arrive. The sign-in sheet also requires that you indicate by initialing whether or not you intend to keep your next scheduled lesson. If you mark "yes" and then fail to show the following week without 24 hour notice, you will be charged for the lesson.
- Riders must listen and respond to the instructor or the lesson will be terminated with no refund.
- Horses must be treated with respect at all times. Anyone seen hitting, yelling, kicking, shanking or using foul language toward horses will be asked to leave the property. If a lesson is in session it will be terminated without refund.

We hope you understand that these policies are necessary for a smoothly and fairly run business, and that you view our relationship with you as a two-way street. If you have questions or concerns about your experience here as a student or parent, your first recourse should be to speak directly with your instructor. If the instructor is unable to address your concern, you should involve the Equestrian Operations Manager who will work with you to answer your question or resolve your concern.

I understand the above policies and agree to abide by them.

STUDENT

PARENT

DATE