



Cancellation Policy

Lesson Cancellation, Make-Up Dates, Arrivals and Other Important Policies

Considerable time goes into planning lessons with instructors and reserving horses for riders. Therefore it is the responsibility of the rider to ride at their given day/time and arrive for lessons on time, preferably at least 15 minutes early to help get their horse ready. In the event that the Roy-El Riding Academy must cancel a lesson, a make-up lesson will be rescheduled to a pre-determined lesson day. Please note that unmounted lessons will be a normal part of regular lessons; we strive to make true equestrians at Roy-El Riding Academy, which includes knowledge of anatomy, parts of tack, colors, markings, breeds, etc.

- Your lesson time reserves the exclusive use of a school horse and therefore, cancellations for any reason must be made at least 24 hours prior to your lesson time. We understand that illnesses sneak up on us—please notify us immediately if the 24-hour window has expired.
- If you forget about a prior commitment or want to reschedule in order to attend another activity, the 24-hour policy holds firm.
- Failure to give 24-hour notice when making a cancellation, or not showing up, will result in a “No Show,” and you will be charged the full amount of your lesson and it will be deducted from your package.
- Cancellations **MUST** be made by phone, email, through the EC Pro app, or text to your instructor.
- We **DO NOT** offer make-up lessons. We will work with you to find another time to ride that week, OR we offer a group make-up at the end of the month—you may sign up on the app or online. We will be more than happy to explain this to you in further detail.
- This cancellation policy applies to all lessons.
- Riders must arrive 20 minutes prior to the lesson start time to ensure there is plenty of time to tack and groom the horse and, if necessary, swap out tack. Riders must also allow time to put lesson horses away. Intermediate and Advanced students may be required to bring their assigned lesson horse in from the field.
- If you arrive more than 15 minutes late for your lesson, it will be observation only or groundwork so as not to interrupt lessons already in process or interfere with those coming behind you.
- If you purchase a subscription/tuition package, you may pause the subscription for 30 days, and we will hold your spot on the calendar. If paused more than 30 days, we reserve the right to reschedule a new student into your day/time. We **WILL NOT** hold spots for more than 30 days unless you pay a fee of \$150 per month for subscriptions of 4 lessons and \$300 per month for subscriptions of 8 lessons.
- This policy is legal and binding.

Right to Terminate Lesson Time

Roy-El Riding Academy reserves the right to cancel your lesson time permanently and reschedule a

new student into this time if you cancel/no-show your lessons on a frequent basis.