Lesson Scheduling and Cancellation Policy

Reins of Hope Therapeutic Riding Program

A new client will be scheduled for lessons after all eligibility requirements have been met per policy.

Scheduling

Clients will be scheduled for the appropriate lesson as dates and times become available. Clients that are currently enrolled with ROH program will be given first priority when scheduling. New clients will be added on a first come first serve basis. If we are unable to schedule immediately, the rider will be added to our waiting list and contacted as an appropriate lesson date and time becomes available. All lessons must be paid for in full for each month prior to scheduling.

Cancellations by Client

Clients are required to give a 24hours' notice if they are unable to attend a scheduled lesson. A dated and signed doctor's note is required for any lesson cancelled without the 24 hours' notice.

All cancelled lessons not meeting these requirements (no show) will be charged as a completed lesson at full price. Discharge from the program will occur if a client accrues more than 3 cancellations that are not approved by

this policy. Upon review by staff that client may be eligible for reinstatement into the program the following month.

Late for Lessons

Because lessons are scheduled back to back throughout the day, beginning a lesson late may compromise the entire schedule. For that reason, if a rider is more than 15 min past the scheduled lesson time, the lesson is considered a no show or unexcused absence and will not be rescheduled. This lesson is charged to the client at full price.

Cancellation by ROH

ROH staff may cancel a lesson for any of the following but not limited to these reasons:

- Weather
- Instructor illness
- Equine illness
- National or state mandate of program closure
- Personnel issues
- Volunteer issues

Any lesson cancelled by ROH staff for any reason will be made up in first available lesson time at no extra cost or penalty to client.

I understand the above lesson scheduling and cancellation policy

Signature of Rider or Parent/Guardian:

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