



# SINGAPORE POLO CLUB

## 10) Cancellation Policy

a) Members must inform the riding office if they are unable to ride otherwise the groom will unnecessarily prepare the horse for riding. The Club reserves the right to cancel riders' regular lessons if they do not inform the Riding Office of their absence. There is no refund if members fail to turn up for lessons or if bad weather prevents classes from taking place.

b) Lessons can be cancelled with fourteen (14) days' notice in writing using the stop riding form. To reserve your regular riding slot during the cancellation period, fifty percent (50%) of the lesson fee will be charged otherwise, the riding slot will be immediately made available to other riders, and there is no guarantee members will be able to have the same slot upon return. Members who fail to give fourteen (14) days' notice for any changes or cancellation of lessons will be charged in full.

Notice Received by Email / Stop Form	Lesson Fees Chargeable at :	Remarks
Less than 14 days	Chargeable at 100%	<ul style="list-style-type: none"> <li>• Notice given less than 2 weeks.</li> </ul>
<b>NO Notification Given</b>	<b>Chargeable at 100%</b>	<ul style="list-style-type: none"> <li>• <b>NO notice given to the riding office</b></li> </ul>
Within 14 days or more	Chargeable at 50%	<ul style="list-style-type: none"> <li>• Lesson Slots Reserved. Rider can resume lesson as per normal.</li> </ul>
Complete Stoppage	No Charge	<ul style="list-style-type: none"> <li>• 14 days' notice given.</li> <li>• Did not reserve lesson slots and rider need to apply for lesson slots subject to slots availability</li> </ul>

**Note: It is the duty of the rider to inform the riding office if you want to reserve your lesson slots at 50% charge and when you wish to resume your lesson.**

**If riders do not reserve their lessons, they will be IMMEDIATELY made available to other riders.**

c) Forward booking of riding lessons will not be accepted without paying fifty percent (50%) of the lesson fee to reserve the riding slot until the lesson commences.

d) Any late (less than fourteen (14) days' notice given) requests for a change of lesson time or day or rider will be deemed as 'cancellation without notice' and any substitute session will be deemed as an 'ad hoc lesson' and will be charged as such. Substitution of riders for lessons is not permitted.

e) Medical Certificates will not be accepted to cancel lessons unless the rider is injured due to a fall off a horse at The Club, otherwise, the normal cancellation policy applies.

f) The Club reserves the right to cancel lessons or change instructors due to competitions, availability of horses or instructors

### 11) Changes to Instructors

a) The Club reserves the right to re-assign your instructor from time to time due to conflicting commitments of the instructor for example: competitions, training, illness etc. The Club is not obligated to offer make up lessons and if the rider chooses to cancel the lesson, full lesson fees will apply.

### 12) Mondays and Public Holidays and Bad Weather

a) Lessons are not available on Mondays or Public Holidays as the horses will be resting, except when competition or other activities have been arranged by the Riding Section.

b) Riders that have been assessed subject to instructor's approval may be permitted to go on a hack self-ride for 45 minutes on a public holiday, provided they groom, tack, shower and dry the horse after riding. Arena flatwork is allowed jumping is not permitted. Horse hire fees will apply.

c) No riders will be allowed to jump the horse on self rides.

d) Lessons are not cancelled on rainy days. In the event of a heavy downpour and at the discretion of the instructor, stable management and theory sessions are conducted. There is no refund of lesson fees in the case of stable management lessons taking place instead of riding.

**The Management Team (Riding Office)**