



10) Cancellation Policy (Refer to Rules & Regulations, Rule 9)

- a) Members shall inform the Riding Academy Management if they are unable to ride to avoid the groom unnecessarily preparing the horse for riding. The Club reserves the right to cancel Riders' regular lessons if they fail to inform the Riding Academy Management of their absence. There is no refund if members fail to turn up for lessons or if bad weather that 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 shall be charged, otherwise the riding slot shall 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 shall be charged in full.

Notice Received by Email / Stop Form	Lesson Fees Chargeable at :	Remarks
Less than 14 days	Chargeable at 100%	• Notice given less than 2 weeks
NO Notification Given	Chargeable at 100%	• NO notice given to the riding office
Within 14 days or more	Chargeable at 50%	• Lesson Slots Reserved. Rider can resume lesson as per normal
Complete Stoppage	No Charge	• 14 days' notice given • Did not reserve lesson slots and rider need to apply for lesson slots subject to slots availability

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 shall 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 shall be deemed as 'cancellation without notice' and any substitute session shall be deemed as an 'ad hoc lesson' and shall be charged as such. Substitution of Riders for lessons shall not be permitted.
- e) Medical Certificates shall not be accepted to cancel lessons unless the Rider is injured due to a fall off a school horse during lesson in our Club, otherwise the normal cancellation policy applies.
- f) The Club reserves the right to reschedule, cancel lessons or change Club Instructors due to competitions, availability of horses or Club Instructors.

11) Changes to Instructors (Refer to Rules & Regulations, Rule 10)

- a) The Club reserves the right to re-assign the Club Instructors from time to time without prior notification due to conflicting commitments of the Club Instructor, for example: competitions, training, illness, leave days etc. The Club is not obligated to offer make up lessons and if the Rider chooses to cancel the lesson, full lesson fees shall apply.
- b) In the event the Club Instructors are on annual leave or on medical leave or are not able to provide instructions on their allotted lesson slots, the Riding Academy Management shall reschedule all affected lessons in the following order of priority:
- Impacted lessons of riding school Riders
 - Impacted private lessons of livery Riders or schooling of Livery Horses
- c) Upon receiving notice by the Riding Academy Management, Livery owners may choose to convert their scheduled lessons to self-ride if they do not wish to accept alternative lesson slot offered by the Riding Academy Management.

12) Mondays and Public Holidays and Bad Weather (Refer to Rules & Regulations, Rule 12)

- a) Lessons are not available on Mondays as the horses will be resting, except when competitions or other activities have been arranged by the Riding Academy Management.
- b) Riders who have been assessed subject to Riding Academy's offer and approval shall be permitted to have a self-ride (flatwork only) in SPC arenas for forty five (45) minutes on a Public Holiday. Provided they can groom, tack, untack their horse before riding, and after riding shower and dry the horse. Horse hire fees shall apply. Sign-ups shall be done at the Riding Academy Office.
- c) Where Public Holidays fall on Mondays, it shall remain a rest day for the school horses.
- d) Arena pole work or jumping shall not be permitted during any self rides.
- e) Lessons shall not be cancelled on rainy days. In the event of a heavy downpour and at the discretion of the Club Instructor, stable management and theory sessions shall be conducted. There shall be no refund of lesson fees.

The Management Team (Riding Academy)