

## **Terms and Conditions**

### **Riding Lesson Program**

1. LESSON DEFINITION - We offer private lessons until your student is deemed suitable for semi-private lessons. We reserve the right to move student into a semi-private lesson at any point we feel they are ready.

2. INSTRUCTOR AVAILABILITY - We work as a team at CLF, and believe it is important that students have variety in their lessons. We cannot guarantee that you will have the same instructor for every class. All instructors work hard to provide you with a safe, structured environment to improve your skills.

3. CANCELLATION POLICY - We require a 24-hour notice for any cancellations. While we do not issue refunds for cancellations, you can exchange your missed lesson with one group make up lesson a month or if there is availability in the schedule. (Limit one per month and only available with 24-hour notice)

In the case of extreme weather, CLF reserves the right to substitute an unmounted lesson for any scheduled riding lesson. We cannot support our horses or create additional time in our weeks when the weather is not suitable for riding for several days in a row. We will have skills classes and horsemanship activities in place of riding.

Cancellation notice MUST BE SENT TO: [canyonlakefarm@gmail.com](mailto:canyonlakefarm@gmail.com) at least 24 hours prior to your scheduled lesson to qualify. You must use your make up lesson within that month and can only be exchanged with an open time or one of our group lessons that we approve you to enter. We cannot create availability when you cannot make it to your scheduled lesson.

If CLF Cancels, you will be informed and a make-up will be scheduled. If we cannot find a make-up date - you may receive a credit towards the next month's subscription.

4. BREAKS - CLF Operates year-round with the exception of breaks for events, horse shows and vacations.

Typical Yearly Schedule: 1 week off in Spring, 1 week off in Summer, Thanksgiving week, and 2 weeks off in December. Camps are provided during the year (Spring, Summer and Holiday season)

5. REGISTRATION FEE - There will be a one-time, non-refundable \$30 Registration Fee applied to all new memberships. Waived for riders who have started prior to 4/1/22.

6. MONTHLY MEMBERSHIP FEES - Membership fees will be automatically charged to your card on file on the 1st of each month. Please keep your card on file up to date. Once your membership is paid, you will receive a code to schedule your lessons.

We require a minimum of 2 weeks' notice to cancel a monthly membership plan. Cancellation notice MUST BE SENT TO: [canyonlakefarm@gmail.com](mailto:canyonlakefarm@gmail.com) at least 2 weeks prior to your scheduled payment. There are no refunds on Membership payments. This allows us time to schedule riders who may be on our wait list.

7. SINGLE LESSONS - Single lessons are only allowed on a case-by-case basis. Monthly Membership riders get priority scheduling consideration.

8. EQUIPMENT - We provide the horse, helmets, and the tack required for your lesson. Please wear long pants and boots at all times at the ranch. You are welcome to purchase your own equipment - please contact CLF Staff for assistance.

9. COMMUNICATION - We have a Website, Facebook Page, Instagram and Bulletin Board by the office in the main barn - please look into these to see updates and get information on upcoming events. We are unable to handle texts/emails during the day due to the nature of our job. We are typically outside all day working with the horses and giving lessons. Although we appreciate a heads up if you cannot make it to a lesson, please note our 24-cancellation policy via email. We are now unable to reschedule over the phone/text.