

# Terms and Conditions

## Canyon Lake Farm

1. LESSON DEFINITION -Private lessons and Semi-Private lessons are available based on availability. We encourage you to start with the Level 1 and Level 2 courses until the student is deemed suitable for the Level 3 Semi-Private lessons.

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 - Level 1 and Level 2 are courses, and we do not offer make ups. Our Semi-Private Monthly Membership does allow you to change your class time with 24 hours' notice if we have openings in the current month. Level 3 riders can also come and intern at a Level 1 or Level 2 class (teaching is the best way to learn!). We will not add to our schedule to accommodate your request. PLEASE LIMIT ONE RESCHEDULED LESSON PER MONTH.

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.

If you need help rescheduling, please email us at [canyonlakefarm@gmail.com](mailto:canyonlakefarm@gmail.com) at least 24 hours prior to your scheduled lesson to qualify. We cannot create availability when you cannot make it to your scheduled lesson.

If CLF Cancels, you will be informed about your options that we have.

4. BREAKS - CLF Operates year-round with the exception of breaks for events, horse shows and vacations. Please review our calendar and open our emails for any updates on schedule changes. If you are not familiar with our scheduling system (which sends out reminders) you may miss a week that we are not available. Our program is NOT 100% the same month after month– we mirror similar to the school calendar.

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

season). If your lesson is missed because we are closed - you can use your lesson during one of our Camps or come extra during the weeks we are open.

6. MONTHLY MEMBERSHIP FEES - Membership fees will be automatically charged to your card on file 1 week prior to the month ahead to give you time to schedule your lessons. Please keep your card on file up to date. Once your membership is paid, you will receive a code to schedule your lessons. Please make sure to schedule your lessons, or email us to help you schedule them for you. Please pick the same time/same day as you had before, so as not to take away from someone else's spot. If you need to change your spot or have a week that you need to change, please let us know so we can try our best to accommodate you.

**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. IF YOU LEAVE THE PROGRAM AND WANT TO RETURN - A REGISTRATION FEE WILL APPLY when you renew.**

7. EQUIPMENT - We provide the horse, helmets (for the first several months, please get your own helmet if you plan to continue riding), 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.

**8. COMMUNICATION - We have Email notifications, Website, Facebook Page, Instagram and a 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 prefer NOT to use texting during the day to reschedule as it takes away from our daily duties as horse trainers and riding instruction. Terms and Conditions**

9. PAUSE YOUR MEMBERSHIP - We do truly understand your need to take a break! However, we want to encourage you stay in your membership for the benefit of your student as well as helping to keep our horses afloat during the slower seasons. Email us that you would like to PAUSE your membership and we can allow you to use one month of funds towards any of our horse camps OR to use your saved classes (4

TOTAL) for up 1 year. THIS IS A FULL MONTH BREAK ONLY (Cannot be 4 sporadic missed classes). If you do decide to cancel your membership – all students re-enrolling will be subject to our enrollment fee and we cannot guarantee that your original spot will be available.

Print Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_