

Sunburst Horsemanship Center, LLC
BARN PAYMENT AND ATTENDANCE POLICY:

Group Lessons are 1-1/4 hour to 1-1/2 hour in duration and are purchased and payable in groups of six (6) lessons. Payment is due and payable at the time the 1st lesson is scheduled or 1st lesson renewal.

Private Hour Lessons, **Private Half Hour** Lesson and **Semi-Private Hour** Lesson payment is due on the first of the month. Payment not received by 8:00 P.M. on the 5th of the month is considered late and will be charged a late fee.

Horse Lease: Please review Horse Lease Agreement at::

http://www.sunbursthorsemanshipschool.com/Agreement_Files/Sunburst_Horse_Lease_Agreement.pdf

Horse Board: Please review Horse Board Agreement at:

http://www.sunbursthorsemanshipschool.com/Agreement_Files/Sunburst_Board_Agreement.pdf

ATTENDANCE POLICY

1. The monthly payment entitles a student to a standing appointment for the same day and time each week. The student is entitled to their scheduled appointment for each week of the month. The calendar is set up so that the student will receive four and a half lessons each month, one month receiving four lessons, the next month receiving five.
2. Payments may be by US Mail, or placed into the locking payment box in the office before 8PM on the due date.
3. **Missed lessons are not discounted off the next month's bill.**
4. The barn is closed on major holidays. Students are entitled to make up lessons for lessons that fall on major holidays.
5. If the barn cancels lessons due to weather conditions the student is entitled to a make up lesson on another day.
6. Students are expected to attend their scheduled lessons on a regular basis. Excessive absences or rescheduling will result in a loss of appointment time.

FARM CANCELLATION POLICY

1. The farm does not hold lessons on the following holidays: New Years Eve, New Years Day, Easter, Memorial Day, the 4th of July, Labor Day, Halloween (after 5:00 P.M.), Thanksgiving, Christmas Eve and Christmas. If a student's lesson falls on one of these holidays the student is entitled to a make up lesson.
2. The farm does not hold lessons on show days. These dates change from year to year but are posted well in advance. If a lesson falls on a show day the student is entitled to a make up lesson.
3. The farm has the discretion to cancel lessons due to weather as outlined under the WEATHER POLICY. If the farm chooses to cancel lessons, the voice mail will be updated to reflect that lessons are canceled. The farm makes the decision to cancel lessons due to weather and students only receive make ups if the farm cancels lessons or declares the day as optional.
4. **If lessons are optional YOU MUST STILL CALL AND CANCEL. IF YOU ARE A NO SHOW YOU WILL NOT RECEIVE A MAKE UP. The instructor will expect you unless you call and reschedule before your regular class.**

Sunburst Horsemanship Center, LLC
BARN PAYMENT AND ATTENDANCE POLICY:

STUDENT CANCELLATION POLICY

1. Lesson cancellations must be made at least twenty-four (24) hours prior to the scheduled time.
2. If a lesson is canceled less than twenty-four (24) hours prior to the scheduled time the student is not entitled to a make up lesson.
3. If a lesson is canceled with less than twenty-four (24) hours notice an instructor, at their discretion, may choose to grant a make up lesson. The decision will be based on the student's past attendance.
4. If a student cancels due to weather conditions the student is only entitled to a make up lesson if the weather is as described under WEATHER CONDITIONS.
5. **Make up lessons must be taken within sixty (60) days of the absence or they are lost.**
6. Students may cancel lessons by leaving a message on the voice mail or a written note in the locking payment box in the office.

CANCELLATION & RESCHEDULE PROCEDURE

Please do not approach an instructor while they are teaching. This time belongs to the student(s) in the ring. Cancellation needs to be changed in the computer data base, therefore must be in writing.

1. When canceling a lesson please leave the following information: student's full name, instructor's name, date of lesson, and time of lesson.
2. When canceling a lesson please leave a message on the voice mail or a written note in the locking payment box in the office.
3. Please leave some alternate dates for the make up on the voice mail. Also, leave your phone number and the best time to reach you.
4. An instructor will return your call. If they do not reach you and you have voice mail, they will leave some possible ride times.
5. Return the instructor's call as soon as possible to confirm a ride time.
6. If the times listed do not work please return the call anyway and we will find an alternative.

WEATHER POLICY

We do not cancel or reschedule lessons based on weather forecasts. This is Kentucky and the forecasts are rarely correct. We base our decisions on the weather occurring at the farm. All decisions to make lessons optional or cancel lessons will be made by noon and posted on the voice mail. If the voice mail does not indicate that lessons are optional or canceled you will not receive a rescheduled lesson if you choose not to come. We base our decisions on the following criteria:

1. Lessons are canceled during snow emergencies.
2. Dangerous driving conditions. If you feel the roads are unsafe it is your responsibility to call and reschedule your appointment.
3. Lessons are postponed during thunderstorms or severe winds at the farm. Should a thunderstorm occur during a lesson all students will dismount and wait until conditions are safe to resume. All lessons will run behind schedule for the remainder of the day. Because weather can be significantly different over just a few miles we do not cancel lessons due to thunderstorms. Assume lessons are running as scheduled. If you are unsure call the farm.
4. Lessons are optional at temperatures of 90 degrees or higher.
5. Lessons are canceled at temperatures of 95 degrees. If it is humid we will sometimes cancel at a lower temperature.

Sunburst Horsemanship Center, LLC
BARN PAYMENT AND ATTENDANCE POLICY:

GENERAL POLICIES

1. Open toed shoes are not permitted on the farm.
2. Children under 12 must be supervised by their parent at all times.
3. Horses may have treats **only** with permission and supervision of the instructor.
4. Guest(s) must sign liability releases.
5. Helmets are to be worn whenever mounted. This includes juniors and adults alike.

Thank you very much for taking the time to read our policies. We have many students riding, which results in a lot of rescheduling. Please treat your lesson time as something sacred and attend your regular lesson as much as possible.