

M&M Ranch Lesson & Cancellation Policy -Adult

*Please initial each policy you have read and sign at the bottom. Please make a copy of this form for your own records and scan and email the initialed and signed form to: camp@mmhorseranch.com

Required for Lesson Sign Up:

- Speak with M&M Ranch about lesson placement. And complete the online enrollment form.
- Email a scanned copy of the initialed and signed Lesson Policy to M&M Ranch
- Pay the first month's tuition and deposit. (Those not auto-pay, payment due 1st month or late fee applied)
- Sign up for autopay with a valid credit card if enrolling in the Lesson Program for the monthly group lesson package.

Cancellation, No-Show, Make-Up Policy:

- One make-up lesson per 9 lessons allowed. If M&M Ranch determines that a lesson will need to be rescheduled, then we will schedule a make-up day.
- Please notify us by email 48 hours before needing to cancel or lesson will be forfeited.
- For late cancellation: A minimum of **3-hour notice** is required for instructors to plan accordingly with preparations of horses. **Any cancellation or no show with less than 3 hours noticed** will result in a charge of \$25 in the next billing. This includes no show for barn lessons during inclement weather.
- Scheduled make-up lessons must be taken within 30 days or if missed will be forfeited. In the event a rider does not attend/cancels their make-up lesson, the lesson is forfeited and is ineligible for rescheduling.
- There is no credit applied to next month if lessons are missed and cannot be deducted from the following monthly riding fee. **(There are no refunds for missed or being late for lessons.)**
- It is M&M Ranch's goal to start on time, if a student arrives late for lesson, then may shorten their lesson time.
- It is student's responsibility to reschedule missed lessons. Please email us to schedule make-ups.
- Students enrolled 2 or 3 lessons/month, who will be absent longer than 30 days & do not want to lose your reserved spot, you may pay during the month of leave. After the student returns, you'll need to schedule make-up lessons. **Make up options:** 3/month – take 2 lessons or 1 semi-private. If 2/month- take 1 semi-private. (Lesson must be taken within 40 days.)

Lesson Payments:

- Lesson agreement requires enrollment in autopay so that full payment is **made 1st of every month** and is non-refundable.
- Non-refundable deposit equal to one-month tuition required to start lessons. (Option to pay ½ deposit 1st month, remaining due by 2nd month payment)
- Most of our youth group lessons are on Saturdays, one Friday evening per month, we do offer lessons during the week based on availability. Summer schedule will vary.

Lesson Program - Need take a break: (allow this once/year)

- We understand there are times you may need to take a break. So, you don't lose your spot we have a "hold for 30 days". Then you can resume back to lessons next month. (Auto pay will be due 1st of month start back up)
- **WE REQUIRE a 30-DAY WRITTEN NOTICE DATED FROM THE FIRST OF THE MONTH, for the "Hold for 30 days" to apply.**



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Discontinue Lessons:

- To discontinue lessons, change lesson plan, or need to take a break, **WE REQUIRE a 30-DAY WRITTEN NOTICE DATED FROM THE FIRST OF THE MONTH. JC program (60 days)**
- The notice will need to be submitted to M&M Ranch by email; **AFTER WHICH YOU MAY RIDE OFF YOUR DEPOSIT. (Within the normal 1-month period)** (Spots are limited, so when you come back for lessons you may be put on a waiting list.)

Bad Weather Policy:

- **(For Youths)** In inclement weather, we will have a fun barn lesson in the covered area. May include ground teaching with horse or horse care. We do require students to still attend; there will be no make-up lessons for missing a barn lesson.
- **(For Adults)** In inclement weather we might at times do groundwork, with the horses instead of riding. M&M Ranch will determine if we need to reschedule the lesson, if so, you will be contacted by email.

Riding Requirements: **(No Gum Allowed)**

- Long jeans, **riding boots** with heels (Western Stores, Allen Boots, Plato’s Closet sells used boots)
- Please be aware that it can be windier and colder out in the country than in the city. We recommend having layers especially in winter/fall season; jackets, light rain jacket, Ear warmer (head band) or beanies are helpful. Riding gloves that have grippers (order those online).
- We provide riding helmets. Recommend purchase your own. (Approved horse riding helmet)
- We recommend students to attend the clinic/camps. There are times the ranch will be closed for holidays, etc. We will let you know ASAP & schedule lessons around those dates.

Ranch Policies:

- We have a **no smoking policy**, also please *do not drive on grass* unless instructed, and **please drive slow on property** for the safety of everyone and our animals.
- All Students will be required to have intro/evaluation lesson prior to joining group lessons.

M&M Ranch reserves the right to terminate lesson services to any rider at any time and for any reason. In the event that M&M Ranch terminates lesson services the balance of any remaining lessons (make-up is not included) will be mailed to the current mailing address on file within 30 days.

I have read and understand we must give a **30-DAY WRITTEN NOTICE DATED FROM THE FIRST OF THE MONTH.** If student is in Junior Counselor Program **60-DAY WRITTEN NOTICE DATED FROM THE FIRST OF THE MONTH.** _____ I understand Notices must be submitted by email.

Adult Name (print) First: _____ Last _____

Student

Name signature First: _____ Last _____ Date: _____