Dear Riders and Families,

To help everything run smoothly so that we can focus our efforts on providing the best possible riding experience for all, please note the following policies and procedures.

**Attire**

 Students must provide their own ASTM SEI certified riding helmet.

 Hard soled boots with a small heel are strongly recommended.

 Long pants are required.

**Cancellation Policy**

 Lessons should be cancelled 24 hours’ in advance. Please call 216-267-2525 No show/no call will not be eligible for a make-up lesson.

 One make-up lesson will be provided on week 12, if a student has missed a class with notice.

 Valley Riding Inc. reserves the right to reschedule or cancel class due to insufficient enrollment.

 Refunds will be made with a Doctor’s excuse. Attendance is the participant’s responsibility. Refunds will NOT be given because of non-attendance.

**Financial Responsibility**

 **NEON/CCBDD-** Valley Riding will confirm that funding is available and ask that it be set aside for the 11 week session. If funding is unavailable or only covers part of the session, the family is responsible for the balance. No show/late cancellations will be billed. This will affect your total funding.

 **Self-Pay- Payment must be made by 10th week of the current session** to hold a spot in the following session**.** Payment can be made by cash, check, in person credit card, or on our website, www.valleyriding.org

Thank you for your cooperation and we look forward to working with you.

Sincerely,

The Valley Riding Inc. Staff