Dear Riders and Families,

Welcome to Valley Riding Inc. Our staff, volunteers, and lesson horses look forward to providing the best possible experience for you in our Therapeutic Riding Program. Listed below are some of our policies and procedures. If you have any questions feel free to discuss them with staff. We are available by phone, 216-267-2525 or email, info@valleyriding.org

**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 scheduled 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/BDD–** Authorization must be in place prior to attendance. 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 prior to the first lesson.** Payment can be made by cash, check, in person credit card, or on our website, www.valleyriding.org Payment must be made prior to attendance.

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

Sincerely,

The Valley Riding Inc. Staff