



## Lesson Program Policies

**Lesson Program:** The PEC Lesson Program is a complete horsemanship program. Lessons will include both mounted and un-mounted curriculum to develop each student's horsemanship skills.

**Communication:** Lessons should be progressive and enjoyable. Please ask your child about their time at the farm and if necessary, communicate their thoughts back to the instructor. If your child is scared or happy or unhappy, we need to know!

Please email [Godscreatures@embarqmail.com](mailto:Godscreatures@embarqmail.com) or phone 239-948-7669 if you have any questions or concerns.

**Payment Schedule:** Tuition is due the first week of each month. Until discontinuation of lessons, each student is responsible for 12 equal monthly payments per year, regardless of holidays and absences.

Families with multiple students and students with multiple lesson times may request split monthly payments. Requests for legitimate financial hardship payment plans can be submitted.

Per lesson payments may be requested and are a higher fee.

**Missed Lessons:** Sessions are monthly. A student's place is reserved for the session. Therefore, missed lessons may not be deducted from payments, nor will there be refunds for them.

Weather cancellations will be determined by PEC staff. Lessons are held rain or shine so please do not assume your lesson has been cancelled. Age and level appropriate hands-on horsemanship lesson will be held as required. If you choose not to attend your lesson and it is held no makeup will be offered.

You may choose to cancel your child's lesson as discipline at your expense. No make-up will be offered.

Cancellations for illness or vacation are eligible for make-up provided they meet make-up policy requirements.

Make-ups are offered for all holidays and instructor cancellations.

There are no make-ups offered for no shows. Students with repeated no shows will be discontinued from lesson program with any remaining tuition forfeited.

**Make-ups:** Students may make-up one lesson per session. Make-ups will only be allowed in lessons with space available and Saturday mornings during Pony Pals Club. Make-ups must be scheduled in advance.

Make-up lessons are not available unless a courtesy call or email has been received prior to the missed lessons. Make-ups are only available during the same session the lesson was missed. Fee differences for make-ups in higher fee programs will be added to your account.

**Tardiness Policy:** Please email or phone if you will be late for your lesson. Lesson time cannot be extended beyond scheduled time.

**Discontinuation Procedure:** We require a two week notice when you wish to discontinue. Notice may be submitted in writing to the office or emailed to [Godscreatures@embarqmail.com](mailto:Godscreatures@embarqmail.com).

**Late Payments:** Payments must be received before the 10<sup>th</sup> day of the session. Payments received more than 10 days after the start of the session will incur a \$10 late fee.

**Returned Check Policy:** A \$35 fee will be charged for all returned checks. After notification, if there is further disregard of payment, Providence Equestrian Center will file with the County Attorney's office.

**Payment Types:** Cash · Checks · Discover · Visa · Master Card. Checks may be made payable to PEC. Credit cards may be charged automatically if you prefer.

**Refund Policy:** There are no refunds

**Dress Code:** MODEST clothing only. PEC student attire is recommended. For safety reasons all students must wear helmets, closed toe shoes or boots with a small heel and long pants. No long or blousy shirts or dangling jewelry. Long hair tied in a low pony tail. **BRING A WATER BOTTLE!** Students that do not adhere to the dress code will be asked to observe for the lesson.

**Lost Items:** Providence Equestrian Center cannot be responsible for any lost items. Found items will be placed in lost and found.

**Lesson Procedures:**

- Students must **sign in** at Pavilion when they arrive for their lesson.
- Students are expected to arrive 30 minutes prior to their lesson to groom and tack up their horse.
- Students are expected to stay 30 minutes post lesson to care for their horse and tack.

**Private Lessons** are available to all students and are scheduled based on instructor availability.

**Practice Rides** are available to all students who ride independently.

All students are welcome and encouraged to participate in any PEC programs appropriate for them.