

## **Queen's Equestrian Club Policies 2017/2018**

### **Transportation**

We will do our best to match each group with a member who is willing to drive. However, this is not guaranteed and if a car is not available group members will need to cab.

### **Refunds**

While we wish to accommodate the needs of our members, it is difficult on exec and group members when a member wishes to drop out. Please be willing to commit for the full semester.

Therefore, if you decide to withdraw part of the way through the semester, a full refund will not be available. The refund schedule is as follows:

- 90% back immediately after registration and prior to any lessons starting
- 75% back during week 1 of lessons (Week of Sept 18, 2018)
- 50% back during week two (Week of Sept 25, 2018)
- No refunds will be offered after week 3 (Week of Oct 2, 2018 onwards)

However, we do recognize that sometimes outside circumstances affect a student's ability to take part in lessons. If you are injured or have a family emergency that will result in three or more missed lessons and you would like a refund, please email us and we can offer a refund minus any lessons attended.

### **Missed Lessons**

At registration, you will purchase a package of 7 lessons. If for any reason you need to miss a lesson, please speak to your coach in advance to let her know. You will have the opportunity to complete make-up lessons within two weeks after the session is finished.

At the END of the session, if lessons have been missed, please email us so that we can advise you of the make-up lesson schedule.

Sometimes, the entire group will need to make up a lesson. In that case, your coach will be able to suggest an alternate time for your entire group to go out and ride either at the end of the semester or at another time during the week.

It is your responsibility to keep track of how many you have missed.