**Queen’s**​ ​**Equestrian**​ ​**Club**​ ​**Policies**

**Transportation to and from the barn**

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.

We​ ​will​ ​do​ ​our​ ​best​ ​to​ ​put​ ​you​ ​in​ ​a​ ​group​ ​of​ ​5​ ​with​ ​one​ ​person​ ​who​ ​has​ ​a​ ​car​ ​and​ ​a​ ​full driver’s​ ​licence,​ ​who​ ​is​ ​willing​ ​to​ ​drive​ ​the​ ​whole​ ​group​ ​(it​ ​is​ ​the​ ​discretion​ ​of​ ​the​ ​driver​ ​to decide​ ​on​ ​gas​ ​money).​ ​This​ ​is​ ​not​ ​guaranteed.​ ​If​ ​your​ ​group​ ​does​ ​not​ ​have​ ​a​ ​car,​ ​we will​ ​put​ ​you​ ​in​ ​a​ ​group​ ​of​ ​6​ ​making​ ​cab​ ​fare​ ​about​ ​5$/way/person.​ ​We​ ​recommend​ ​the groups​ ​to​ ​meet​ ​in​ ​a​ ​common​ ​location​ ​with​ ​close​ ​proximity​ ​to​ ​Queen’s.

**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​
* 50%​ ​back​ ​during​ ​week​ ​two​ ​
* No​ ​refunds​ ​will​ ​be​ ​offered​ ​after​ ​week​ ​3​

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

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.