

Hilltop ranch



**500 W. Main Street  
Robins, Iowa 52328  
(319)393-2135**

## **RIDING LESSON POLICY**

We ask that all students commit to taking at least one lesson per week and commit to a calendar month of lessons at a time. We request a minimum of two weeks' advance notice in the event that you need to change your lesson schedule or withdraw from lessons.

- Payment is due on the **first lesson of the month**. This must be in the form of cash or a check (payable to Hilltop Ranch) for the correct and full amount. In the event you are unable to make your (full) payment at that time, you will be issued a *Payment Reminder Slip*. Your instructor will retain your invoice. Payment must be made **prior** to your next scheduled lesson, or that lesson will be forfeited.

- You are responsible for the cost of **all of your scheduled** lessons.

**Planned Absences:** If an absence is noted at the time of payment, i.e. the first lesson of the month, this will be considered a *Planned Absence*. A make-up lesson may be scheduled within the same month as the absence. A *Make-up Lesson Request form* must be filled out by your instructor at the time of payment for a make-up lesson to be scheduled. Any absence not noted at the time of payment is considered an un-planned absence.

**Un-planned Absence:** The lesson will be forfeited.

**If you are going to miss the first lesson of the month:** This absence must be noted upon payment for the **prior** month. Payment must be made at the first lesson following the missed lesson. A make-up lesson can be scheduled within the same month as this missed lesson.

- Make-up Lessons:

You are responsible for scheduling your make-up lessons. This must be done through your instructor. Make-up lessons may be scheduled within the same month as the missed lesson and will be subject to availability. If the make-up lesson cannot be made up in the same month, it must be made up the following month or will be forfeited. Make-up lessons may be on a different day and time than your regular lesson.

- Credits:

Credits will be issued only in instances where lessons are cancelled by Hilltop Ranch or the Instructor (i.e. inclement weather or instructor illness). Credits will be applicable to the following month's invoice and must be used within 1 month of a cancelled lesson. **NO REFUNDS WILL BE GIVEN**

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## **INCLEMENT WEATHER POLICY**

- Lessons will be given rain or shine.
- Cold weather – Lessons are rarely cancelled due to the cold. Please make sure to dress appropriately. In the case of a snowstorm, if the Linn-Mar and Cedar Rapids school districts cancel classes due to the weather, lessons will also be cancelled. In this event, a credit will be issued to you on your next month's invoice.
- Hot weather – Lessons may be cancelled due to extreme heat at our discretion. If the forecast calls for temperatures over 85 degrees, please call ahead, the morning of your lesson, if possible. It might be hot outside but pleasant in the barn. If lessons are cancelled due to the heat, credit will be issued to you on your next month's invoice. If we do ride, remember your water bottle.