



Phoenix Farm Lesson and Payment Policies

Welcome to Phoenix Farm!

Below you will find information about our lesson and payment policies. Please read them thoroughly and let us know if you have any questions.

**Best,
Phoenix Farm Family**

Payments:

Payments can be made in various ways:

- PayPal - 13phoenixfarm13@gmail.com
- Venmo - PhoenixFarm
- Check (made out to Phoenix Farm)
- Cash (please include note with name of student and month paid for)

Payments are due by the 10th of each month. If your payment is late you will be charged a 25.00 late fee.

Cancellations

Cancellations must be made at least 48 hours in advance. If you cancel less than 48 hours before your lesson, that lesson must be paid for and may not be made-up. Extra notice is important so that we can make any necessary changes to the schedule for the trainer or other students.

- This policy will be waived at the instructor's discretion in the case of family emergencies.
- If the instructor cancels the lesson, for any reason and with any amount of notice, a make-up lesson will be earned. The instructor reserves the right to engage a substitute instructor instead of cancelling lessons.

Changes to your Lesson Schedule

If you choose to increase or decrease the number of lessons you take per month, we require **14 days notice** before the change takes effect.

- If you do not provide sufficient notice of cancellation or decrease in your lessons, you may be held responsible for the cost of those lessons not taken.
- This also applies to complete cancellation of lessons.
- Missed lessons may not be made-up if once a lesson program is cancel



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Bonus Lessons

If you are riding at least once a week, monthly payments are based on a four-week month. To make planning easier, when there is a month with five weeks, the extra lessons (Bonus lessons) are provided at no extra charge. These bonus lessons will be tracked (banked), and if you have bonus lessons in your bank, they will be used in lieu of makeup lessons.

If you miss the bonus lesson, it is not eligible for a makeup, even if prior notice is given.

Make-up Lessons

You may not need to make up your lesson if you have bonus lessons in your bank.

If you do not have any bonus lessons in your bank, a missed lesson may be made up on any agreed time between the student and trainer.

- Usually make up lessons must fit into an already existing lesson time.
- The Make-up lesson must be taken within three months from the date of the missed lesson if the student does not have any lessons in their bank.

Missed Lessons Due to Vacation

If you plan to be absent for more than two weeks, lessons (and payment) can be suspended for the time you are gone.

- **We require 14 days notice of such changes**
- If you will miss less than 2 weeks of lessons the full month should be paid and lessons can be made up with the use of “banked” bonus lessons and make-ups

Pay by the Lesson Policies

1. The cost is \$60 per lesson, per rider.
2. Payments must be made in advance.
3. Dates must be planned in advance at the beginning of each month.
4. Cancellations must be made 48 hours before the planned lesson time.
5. No make ups and refunds will be provided for lessons canceled with less than 48 hour notice.
6. If you give 48 hours the lesson can be made up at another time within the same month.