



## Make Up Lesson Policy

We realize that students occasionally have to cancel a lesson due to illness, schedule conflicts and school commitments. Please realize that when registering for lessons you are "securing" a high in demand lesson time/spot, the coach/instructor is making themselves available for that time and horses are booked for that lesson time. In other words, if you don't come and a spot is left empty, we are losing potential business and revenue that keeps the farm running and improving.

Spaces to book a make-up are made available by other students cancelling, please be courteous and provide as much notice as possible if you are going to miss a class so we can offer your space to a rider looking to make up. We are fully aware that it is often difficult to find a make-up spot, so please do not cancel unnecessarily. Make-up opportunities may occur at inconvenient times for you. Also be aware that make-up opportunity may just not occur for you. Make-up lessons is a service we hope will happen for you, it is not something we promise will happen.

### Make-up Lesson Details:

- Students must provide at least 24 hours notice of cancellation, preferably by text or email, to receive a make-up lesson.
- If you cancel a private lesson, we cannot guarantee that there will be a private lesson space available so you may be required to do your make-up in a group lesson instead.
- Important\* Make-up lessons are non-transferable and cannot be deducted off the next session fees.
- In the event that there are 5 of your specific lesson days in the month, unless cancelled by Kuruka for a specific reason, the "extra lesson" will serve as a current or future "banked" make up lesson or "bonus" lesson.
- In the event that Kuruka Equestrian has to cancel a class, we will assign a make-up for the lesson. If Kuruka was to cancel several times in one month and it does not look like make up lessons will be a possibility then we will deduct the cost off the following session.