



Payment & Cancellation Policies

Effective September 1st 2018

Drop-Ins vs Package Lessons: To be eligible for lesson packages, discounted rates, and group lessons students must have an autopay account with SMSH. For prearranged occasional private lessons, students may sign up for lessons using Acuity and PayPal, which incurs a 3.5% service fee.

ACH Payments (echeck): ACH payments are charged at a flat package or lesson price without any additional bank or service fees. For example, a Group Lesson Package charged through ACH is \$180.00. All autopay charges will appear on your bank statement as being from SMtnHorsemanship.

Credit Card Payments: Credit card payments incur a 3.5% service fee. For example, a Group Lesson Package of \$180.00 will be charged as \$186.32. All autopay charges will appear on your bank statement as being from SMtnHorsemanship.

Cash Payments: Cash payments require first and last month payment prior to the first lesson. The same policies regarding withdrawals from lessons, refunds, and cancellations apply. Cash payments must be turned in on the 25th day of the month proceeding the month for which it will be applied.

Late Payment and NSF Fees: Declined credit cards or bounced/declined ACH payments will incur a fee of \$20.00. Any accounts not paid in full by the 1st of the month will be assessed a \$25.00 late fee.

Withdrawal: Should a student wish to withdraw from riding lessons he/she must fill out the SMSH Withdrawal Form. Withdrawal forms must be received before the 1st of the student's final month of lessons. Students will be billed for the next billing cycle if the withdrawal form is not received before the 1st. Example: If you want May to be your last month of lessons, you must submit your withdrawal form by April 30th at the latest.

Refunds: No refunds will be issued for any lesson, event, class, series, or activity.

Changing Lesson Day/Time: Students are welcome to switch lesson slots if there is room in a preferred slot. Students are welcome to check back as often as they would like to see if a more convenient lesson time has become available.

Make-Ups & Cancellations: Students are allowed up to 12 make-up lessons per year. A student must inform SMSH of the cancellation via call, email, or text at least two hours prior to the start of the lesson in order to be eligible for a make-up. SMSH cannot guarantee that a private lesson can be made up with another private lesson. A make-up lesson consists of either joining in on a group lesson as room allows, or attending the monthly, unmounted make-up class. Students are responsible for keeping track of any owed make-ups, and all missed lessons must be made up within 60 days and must be used while student is enrolled. Any unused make-up lessons will be forfeited after your last enrolled lesson. Please note: Make-up lessons cannot be used to extend lessons past your requested last lesson date and cannot be transferred to any other students enrolled at SMSH. If SMSH cancels a lesson, that lesson will be credited and will not count as a make-up.

Note: When cancelling, the more notice you can give the better so as to allow other students to use your spot as a make-up.

Release: I hereby acknowledge and agree to the policies listed above and authorize South Mountain School of Horsemanship, LLC. to charge my bank or credit card account the amount of the lesson costs as indicated in the above sections plus any charge declined or late fees as necessary. I understand that said amount will be charged monthly on the 25th day of the month preceding the month for which the lesson cost is applied. This authorization shall remain in effect until South Mountain School of Horsemanship, LLC. receives written notification from me of intent to terminate at such time and in such a manner as to afford the Service Provider and bank reasonable opportunity to act (at minimum before the 1st of my final month of lessons).

Student Signature: _____

Date: _____