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## LESSON MAKE-UP POLICY

Whenever **you** cancel a paid lesson, and you notify us ahead of time, you are entitled to a make-up lesson for the one you missed. Make-ups are good for one year from the date you missed.







Whenever **we** cancel a paid lesson, you are entitled to a make-up lesson for the one you missed. These make-ups are also good for one year from the date you missed.

PLEASE!!! Try to make as many of your lessons as possible to help your riding skills improve and progress at a normal rate. It is important for you to try to take your make-up lessons, as a lot of missed lessons make it harder for you to advance in your riding skills.

If you discontinue lessons, your make-ups expire with your last paid lesson. There is no refund for unused make-ups or lessons.

Everyone wants make-ups and our schedule is full. There are no open slots to use routinely for make-ups. Therefore, it is to everyone's benefit to know when someone will be absent, so that we may use that time for a make-up for someone else. If you know ahead of time that you will be absent, write your name on the board, under the day of the week on which you ride, plus, "off (date)". Example: *Susie off 2/14*. This allows us, and the other students, to know when there is an opening that may be used for a make-up lesson. We understand that sometimes a child comes home from school sick or something unforeseen happens and you can not call until the last minute, but if you know ahead of time that you will be absent, or if someone stays home from school sick, please call as early as possible so that we may reschedule someone else's makeup at your time. If you know ahead that you are going to miss a lesson you may make it up ahead of time, if you wish.

### REMEMBER:

-  **If you miss a lesson without notifying us you will not receive a make-up for that lesson.**
-  **If you discontinue lessons, your make-ups expire with your last paid lesson.**
-  **Make-ups may not be used as credit toward another month's payment.**
-  **"Due unto others..." We can not assign make-up times to those who need them if we do not know ahead of time that someone's time will be available. Please cancel as early as possible.**
-  **Finding a make-up time for students, especially those who are still walk and trot, is not just a matter of having an open time. The horse's schedules must be looked at, as well, so make-ups for beginning riders are much more difficult for us to schedule than for students who are more advanced and ride more horses.**
-  **Your schedule flexibility will often allow for more make-up possibilities.**

The best time to reach Melinda to re-schedule lessons is between 10:30 A.M. and 2:00 P.M. Tuesday through Friday or between 10:30 A.M. and 1:00 P.M. on Sundays.

The barn number is 630-844-3533

The fax number is 630-844-6717

Our e-mail is [huntoonstables@sbcglobal.net](mailto:huntoonstables@sbcglobal.net). (We check e-mail in the morning. If you are making a last minute cancellation, please call.)

Make sure we have a phone number where we can reach you during the day in case a make-up opportunity becomes available early in the day.