

Saddleseat Instruction

Training



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September 1, 2019

## OUR LESSON MAKE-UP POLICY

We always hope that our riders will do their best to attend their scheduled lessons. Regular riding will help students progress more rapidly which makes their lessons more fun and they can attain goals more quickly.

When considering starting a new activity at school or through local sport clubs, etc., consider your riding lesson time when making your plans. Our schedule is currently full and changing your riding time may be difficult.

If a rider must miss a lesson for some reason, as long as you give us a 24 hour notice you will receive a make-up for that lesson. No make-up will be issued if you do not show up, do not call ahead or if we already have the horse ready when you call. If we cancel lessons for any reason, you will be issued a make-up lesson.

If we do not know ahead of time that a lesson space is open we cannot use it for a make-up for someone else. It helps **everyone** to know that there is an open time for make-ups, so please notify us as far ahead as possible that you will not be able to attend at your regularly scheduled time.

We realize that occasionally a student comes home from school sick or something extraordinary happens. In this case, please call as soon as possible, but at least an hour ahead of your scheduled time, and we will still issue a make-up.

Our time for make-up calls is very limited. Once lessons begin in the middle of the afternoon we may not get your call or hear a voice mail message or be able to reach someone else in time for them to arrange to come for a make-up. So please call as early as possible if you must cancel.

We do keep track of rider's missed lessons. Make-ups do not have a time limit. As long as you are an active student your make-ups are available.

- Make-ups cannot be used to pay for lessons.
- Make-ups are void immediately if a student quits lessons.
- Special group lessons (i.e. Park District, Waubensee CC, etc.), do not have make-ups.

**Beginner lessons are more difficult to make up** because beginner riders have fewer horse choices. The horse they ride must be available, so we must wait until another beginner lets us know they will be missing a lesson. Occasionally there is a beginner make-up time on Sunday afternoon, but we strongly suggest that beginner riders try to make their regularly scheduled appointment.

We limit the number of times per day that our horses give lessons, so just because there is a time slot open does not necessarily mean there is an available horse.

Intermediate make up lessons are offered with Saturday and Sunday groups when there is a horse available.

We don't keep track of missed lessons for Advanced riders because they can ride as often as they wish, as long as there is an available horse. Advanced riders can make up lessons in the Saturday or Sunday 1:00 P.M. group time or Tuesday at 7:00 P.M., Wednesday at 7:30 P.M. or Friday at 8:00 P.M.