



## **W.A Program Policies:**

**No payment, No Pony:** *Partial payment or Full payment is due upfront. This is usually invoiced in the form of a retainer fee. Official Confirmation of appointment follows when that payment is received & processed. For mail-in payments, our mailing address is 1748 Flying W Trl. Hillsborough NC 27278.*

*Paypal/credit card, Cash or Cashier's check payable to "Julia Walker" are all accepted. Balances are expected to be settled in advance of the ride. Failure to settle any outstanding \$ at the appropriate time will result in zero saddle time absent any refund.*

**Cancellation & Collection:** *All riders/guardians will receive a reminder of their confirmed calendar appointment complete with payment info., address, time, and date on the SUNDAY proceeding. For uncooperative weather, credits of prepaid amounts will be issued and reschedule appointments offered for riders to get back in the saddle as soon as possible. Unexpected circumstances are credited up to 2 consecutive times(i.e illness, car trouble, etc.) upon which time, tuition payment will be deducted or any pre-paid amount will be deducted from the outstanding credit on file.*

**Once-&-Done:** *Riders are afforded a singular opportunity to be absent from an appointment with no warning and no communication (No-call-no-show). Any paid credit will be deducted for the missing appointment. No further grace period will be offered & upon the 2<sup>nd</sup> no-call-no-show, the rider will be removed permanently from our calendar absent any refund of remaining credits.*

**Can't Never Could:** *Riders who opt to "give up" for reasons including falling off their horse(with no major physical injury), "I'm scared", "It's hard", "I don't want to", when lessons become challenging retain the option to leave under the knowledge that they will no longer be welcomed back because they "gave up on their horse" with zero refund on that any any other classes they pre-paid.*

**ALL PAYMENTS PAID TO W.A ARE NON-REFUNDABLE AND NON NEGOTIABLE.**

**Riders/Guardians are responsible for arriving to their appointment on time.**

**Un-received payments/retainer fees result in ZERO saddle time.**

