



white winds farm

White Winds Farm Equestrian Center

LESSON POLICIES

Effective: 1 OCT 2022

Lesson Payment Structure

In order to better align with industry standards, White Winds Farm Equestrian Center is transitioning our lesson program payment structure to a monthly tuition model. Monthly tuition payments will remain the same regardless of whether a month has 4 (four) or 5 (five) weeks. A weekly lesson that occurs in the fifth week of a 5-week month will be considered a “free” lesson or a “make-up” lesson to compensate for previously missed lessons.

Monthly subscriptions for lesson tuition can be found on the scheduling website at: www.whitewindsfarm.as.me. You may elect to pay on the 1st (first) or 15th (fifteenth) of each month. Contact Shaunna to begin at: 910-728-0012 or at: whitewindsfarm2246@gmail.com.

Refunds

WE DO NOT OFFER REFUNDS. You may discontinue lessons at any time; however, there will be no refunds of any tuition already paid for any reason.

Lesson Length

Lessons are 50 minutes in length.

A la carte Lessons

A la carte lessons are billed at \$75.00 dollars a lesson. A la carte lessons are private lessons scheduled outside of a tuition package.

Annual Farm Closures

The farm will be closed 3 (three) weeks each year for maintenance upgrades, time off for the school horses, and other assorted reasons. Tuition WILL NOT change for the months in which these closures occur. At the present time, these closures are planned to occur for 1 (one) week each in the months of April, August, and December. This may change, so please keep an eye on the Information Board at the pump house in the courtyard to plan accordingly.

Instructor Time Off

Shaunna will take time off for Summer Camp Week, the annual Halloween Party, horse show days, and other assorted activities and holidays throughout each year. Summer Camp is usually held at the end of June/beginning of July. Please reschedule your lessons around Summer Camp and the other aforementioned activities and holidays. These will all be listed on the Information Board located at the pump house in the courtyard so that you can plan accordingly.

If Shaunna falls ill, lessons and rescheduling will be handled on a case-by-case basis. If another instructor is available to teach these lessons, they will be held as usual. If another instructor is not available, the standard lesson cancellation policy applies, with each student responsible for rescheduling any missed lessons before the month's end. ***A 30-day extension for make-up lessons may be put in place if necessary in order to accomplish all make-up lessons. This is the ONLY scenario in which lessons may transfer or "rollover" to the following month.***

Rescheduling Lessons in Advance

If you know in advance that you will need to cancel a scheduled lesson, or you have noted that there is a farm closure of any kind approaching, speak with Shaunna to reschedule. You may even be able to complete the lesson before its originally scheduled date if an opening in Shaunna's schedule permits.

Other Lesson Cancellations

White Winds Farm Equestrian Center maintains a 48-hour lesson cancellation policy. If you cancel 48 hours or more before a lesson, you may make the lesson up at another time. If you do not show up for your lesson or fail to give appropriate 48-hour notice, you forfeit your right to make up the lesson. If you have experienced a serious medical emergency that prevents you from attending your lesson, it is at the farm's discretion to determine whether a make-up lesson will be authorized.

Please understand that the ability to reschedule lessons is a courtesy that the farm offers; it is up to you to utilize it. Your monthly tuition payment only applies to the lessons for that particular month; there is no "rollover" from one month to the next. If you do not make the appropriate arrangements to make up any missed lessons by the end of that particular month, those missed lessons will be considered forfeited.

Serious Personal/Medical Issues

If at any point you undergo hospitalization, surgery, and/or require long-term rehabilitation, your monthly tuition subscription can be placed on hold. If you would like to retain your place in the lesson program, a small subscription fee will need to be processed to hold your place in the program for 30 days. If you choose to cancel your subscription entirely, please understand that your place in the program may be filled by another student. Please speak to Shaunna if you require assistance with this at any time.

Weather Cancellations

Volatile weather is just part and parcel of living in North Carolina. Our Weather Cancellation policy takes this into account via the following guidelines:

- a. If you get on a horse and your lesson begins, it counts as a lesson.
- b. If you never get on a horse and the lesson never begins, you may count it as a missed lesson and reschedule a make-up lesson before the end of the month.

Shaunna will generally cancel a lesson before its scheduled time if the weather looks unstable/radar doesn't look promising. In the colder months of January and February, lessons are often rescheduled or doubled up during this time to make up all lessons as needed. **There will be no suspension of tuition.** If you do not choose to reschedule

any missed lessons before the end of a given month, you will forfeit those missed lessons. We may also offer online Horsemanship classes in lieu of make-up lessons during the months of January and February. These online learning opportunities will be posted on Social Media and/or the farm website. Please check the farm's Information Board at the pump house in the courtyard, social media, and/or the farm website at www.whitewindsfarm.net regularly for information regarding any cancellations, weather-related or otherwise!

Thank you for taking the time to read and understand White Winds Farm Equestrian Center's Lesson Policies. Please remember that these policies are in place for everyone's benefit. Your lesson tuition payments help feed and care for our school horses and enable us to provide you with a warm, welcoming, safe environment in which to learn.

Please read and sign below to indicate your acknowledgement of and agreement with our Lesson and other Farm-related policies.

Signature:

Date:

Photo Release Permissions

White Winds Farm Equestrian Center will usually ask a client for photos prior to publishing. Sometimes group activities will have children involved and we occasionally like to post pictures of these activities on our website. Please indicate your preferences regarding photo permissions below:

_____ Yes, I grant White Winds Farm Equestrian Center permission to use my photo(s) and/or commentary in White Winds Farm Equestrian Center reports, articles, and/or publications designed for educational, informational, and/or promotional purposes. I understand some of these materials may be posted on the internet for a period of time.

_____ Yes, I grant White Winds Farm Equestrian Center permission to use my child's/children's photo(s) and/or commentary in White Winds Farm Equestrian Center reports, articles, and/or publications designed for educational, informational, and/or promotional purposes. I understand some of these materials may be posted on the internet for a period of time.

_____ No, I do not grant White Winds Farm Equestrian Center permission to use my photo(s) and/or commentary in any White Winds Farm Equestrian Center reports, articles, and/or publications.

_____ No, I do not grant White Winds Farm Equestrian Center permission to use my child's/children's photo(s) and/or commentary in any White Winds Farm Equestrian Center reports, articles, and/or publications.

Print Name:

Sign Name:

Address:

Phone Number:

Date:

Tuition Payment and Scheduling Text Permissions

Lesson scheduling is conducted via the farm's Acuity Scheduling website at www.whitewindsfarm.as.me. Acuity Scheduling utilizes the Square payment system to process credit and debit card payments securely. Please initial this paragraph and sign at the bottom indicating that you give permission for the farm, through Acuity Scheduling's and Square's secure platforms, to store your debit/credit card information and charge lesson tuition to this debit/credit card in the form of NON-REFUNDABLE, RECURRING MONTHLY payments.

Any a la carte lessons must also be paid via Acuity Scheduling prior to the scheduled lesson time.

Acuity Scheduling sends text message reminders of upcoming lessons. By initialing and signing below, you acknowledge that you are giving Acuity Scheduling and White Winds Farm Equestrian Center permission to send these reminders. All phone costs and SMS fees are your responsibility. You may text STOP at any time if you no longer wish to receive them.

Initial:

Signature:

*** LESSON PRICING ***

Prices are subject to change with 30 days' notice. All packages, *with the exception of "Introduction to Horses"*, include 2 (two) optional Horsemanship classes per month. These classes are on-the-ground learning experiences that promote overall education of the rider on horse care and management.

Single Assessment Lesson: \$65.00 (1 lesson, 1 time)

Introduction to Horses: \$265.00 (1 private lesson per week, **only offered for first full month of riding**)

Package A \$240.00 (1 group lesson per week + the option of 2 horsemanship classes per month)

Package B \$300.00 (1 private Lesson per week + the option of 2 horsemanship classes per month)

Package C \$440.00 (2 group lessons per week + the option of 2 horsemanship classes per month)

Package D \$500.00 (1 private + 1 group lesson per week + the option of 2 horsemanship classes per month)

Package E \$560.00 (2 private lessons per week + the option of 2 horsemanship classes per month)

A la carte \$75.00 (1 single lesson purchased outside of a monthly tuition package)