

# Hungerford Performance Horses

## Financial Policy for Riding Lessons

Due to business growth and changing needs, the financial policy for horse riding lessons is being updated effective June 1, 2023. This policy document outlines the payment terms for Hungerford Performance Horses and expectations for customers in settling payment for lessons.

### **Billing:**

Lessons will be billed in two ways:

1. Recurring Lessons will be billed on a monthly basis on the 1<sup>st</sup> of each month for all lessons scheduled for the current month.
  - a. Payment is due within **5 days** from date of invoice.
  - b. If additional lessons are added to the schedule, customer is responsible for remitting payment at time of the lesson.
  - c. Late payment fee will be charged to the account for **\$35 for the first day and \$10 each subsequent day** the invoice is late.
2. Non-Recurring Lessons
  - a. Customers are responsible for making payment on the day of the lesson.
  - b. Customer must notify instructor at time of lesson the method of payment being used.
  - c. Late payment fee will be charged to the account for **\$35 for the first day and \$10 each subsequent day** after the lesson.

### **Payments:**

Payments are due at the time of lesson.

Current credit card information needs to be on file in the Square appointment App for all customers, regardless of payment method you use. We reserve the right to cancel lessons if credit card information is not current.

Accepted forms of Payment:

1. Square App \*\*If using this method, customer must notify instructor to charge card at time of lesson.
2. Venmo
3. Zelle
4. Cash

### **Cancellations:**

Cancellations will and do occur due to many factors such as weather, horse injuries or instructors becoming ill. When these occur, our first course of action will be to get the lesson rescheduled at a later date. If rescheduling is not an option, a credit will be applied to the customer's account on the next monthly invoice for recurring lessons or the next scheduled lesson for non-recurring lessons.

Cancellations made by the customer:

1. For recurring lessons where lessons are paid in advanced, cancelled lessons can be rescheduled up to 30 days after date of cancellation.

Note: It is the responsibility of the customer to track these cancellations and work directly with the instructor to reschedule the lesson.

2. For non-recurring lessons where lesson has not been paid in advance, cancellations made by the customer will be charged a cancellation fee as follows:
  - a. Lesson cancelled within 24 hours of lesson time = **\$35 charge**
  - b. Lesson cancelled more than 24 hours in advance will not be charged. However, we reserve the right to charge a cancellation fee if customer frequently cancels lessons.

**\*\* No Shows will be charged for full price of lesson.**

**Agreement:**

To confirm your understanding and acceptance of the above policy, please sign and date this document and return back to Shauna Mangrem via email to [smangrem4@yahoo.com](mailto:smangrem4@yahoo.com). Electronic signature via email will be considered acceptable. We will need to have your agreement on file before proceeding with lessons.

\_\_\_\_\_  
Name of Rider

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Thank you for supporting my business and for your understanding of the need to update our policy. If you have any questions, please feel free to reach out to me.

Jessica Hungerford  
Owner/Operator

Date of document:  
June 1, 2023