

Rivers Edge Farm Cancellation Policy

Our goal is to provide you with a safe, fun and progressive horseback riding experience. Your lesson time is reserved exclusively for you. When you schedule a lesson, the horse, the instructor and the facility are all reserved and ready to teach you! We value your time, so please extend that courtesy to us as well when it comes to your scheduled lesson time.

We have two kinds of lesson cancellations:

- An “adequately cancelled” lesson means the lesson is cancelled the day BEFORE the appointment (twenty-four hours notice.) An adequately cancelled lesson gives other riders an opportunity to use that time to make up a lesson. To cancel your lesson, please leave a message on the barn phone: (203)-393-9259. The date and time of the call will be noted and the message passed on to the instructor.
- A “No Show” is a student who misses an appointment without cancelling in an adequate manner, whether the client just doesn’t show up, or they call the day of the lesson to cancel. These lessons will be forfeited. Appointments not cancelled with adequate notice (at least twenty-four hours) will be treated as a lesson taken. Certain situations, such as illness and unforeseen circumstances, will be considered on an individual basis, but we are not obligated to give a make up lesson.

Make-up Lessons

All adequately cancelled lessons must be taken during the current semester—missed lessons will not be carried forward to the next semester. Each semester has a make up week built into the schedule to offer you a chance to make up your lesson during your normal lesson time. You can wait for make up week to schedule your missed appointment, but if you have more than one outstanding, we strongly suggest that you schedule a make up lesson sooner so you don’t miss out.

Inclement Weather

In the case of inclement weather, your instructor will contact you by cell phone or text to cancel. If we do not cancel, assume the lesson is on. Please make up a lesson missed due to inclement weather as soon as possible. If you cannot arrange a mutually agreeable time with your regular instructor, please contact the office and we will be glad to schedule your make up lesson with another instructor.

Long-term illness or injury

In case of long-term illness or injury, the policy is a 50% refund of any unused lessons.