

SWS LESSON POLICIES

KEEP ALL POLICY PAGES FOR YOUR REFERENCE

LESSON SIGN UP

- Speak with Lesson Directors Holly or Kylie about lesson placement and billing. Contact information: 512-920-2276 or lessons@switchwillo.com.
- Complete and sign the Lesson Contract at least 3 days prior to beginning lessons.
- Pay the first month's tuition along with the appropriate deposit by Check or Cash at least 3 days prior to beginning lessons.
- Credit Card payments are accepted and are subject to a processing fee of 3.4%.
- Provide a valid credit card to be held on file (required even if you pay by cash or check).

BOTH THE DEPOSIT AND THE TUITION ARE NON-REFUNDABLE.

LESSONS

Lessons are available and payable on a monthly basis and are payable by cash, check or credit card. You may take more than one lesson a week, or rider may make arrangements to reserve a horse, subject to availability.

- **GROUP LESSONS** (\$350/month + \$350 deposit) 1hr, 6-8 riders
- **LIMITED GROUP LESSONS** (\$375/month + \$375 deposit) 1hr, 5 riders
- **MINI LIMITED GROUP LESSONS** (\$450/month + \$450 deposit) 45mins, 3 or 4 riders (Level 1 - Max. 3; Level 2 - Max. 4)
- **SEMI PRIVATE LESSONS LEVEL 1** (\$450/month + \$450/month) 45 mins, 2 riders, instructor tackup.
- **SEMI PRIVATE LESSONS LEVEL 2** (\$425/month + \$425 deposit) 45mins, 2 riders, Self-tackup.
- **PRIVATE LESSONS** (\$5000/month + \$500 deposit) – 30mins, 1 rider

- Individual private lessons may be scheduled in addition to a student's regular weekly lessons at the cost of \$100.00 per private. Up to 2 privates allowed per month.

LESSON HORSE RESERVATION

- 1 lesson/week with reservation: Cost of lesson + \$150/month reservation fee + \$150 reservation deposit (with Switch Willo owned lesson horses only)
- 2 lessons/week with reservation: Cost of each lesson + \$300/month reservation fee + \$300 reservation deposit (with Switch Willo owned lesson horses only)
- Reserving a lesson horse reserves that horse for your regular weekly lesson only. It does not reserve that horse for make-up lessons or horse shows.
- Use of a particular horse for a horse show is on a first come first serve basis. In some cases, you may be asked to share the horse with another student at the show.
- For options on half-leasing/full leasing for Switch Willo horses or privately owned horses, please contact our trainer Michelle.
- Mandatory levels for reservation, half lease/full lease, or horse ownership are Riding Levels 9 and 10.

LESSON PAYMENT

Everyone enrolled in the lesson program is required to provide a valid credit card, regardless of the payment method they use. Payment is due the first lesson of every month and is non-refundable. Payments can be made by check, cash, or online. If paying by check or cash, payments can be left in the check box on the office desk. Account balances are kept up to date in the black account book on the desk in the office of the Camp House and can be checked there. A \$25 late fee is applied if the payment is not received by the 15th of each month. Any balance that goes unpaid after the 15th of the month in which it is due will be charged to your credit card for the lesson payment, a \$25 late fee and 3.4% credit card processing fee for call in processing.

TO DISCONTINUE LESSONS WE REQUIRE A 30 DAY WRITTEN NOTICE DATED NO LATER THAN THE FIRST OF THE MONTH IN WHICH YOU WISH TO END LESSONS. THE NOTICE MUST BE SUBMITTED TO LAUREL BY EMAIL, AFTER WHICH POINT YOU MAY RIDE OFF YOUR DEPOSIT FOR THE REMAINING 30 DAYS.

MAKE-UP LESSONS & LEAVE OF ABSENCE POLICY

As the calendar falls, each Switch Willo Riding Academy student receives 4 additional riding lessons per year. Every client pays for 48 lessons yearly, but receives 52 lessons. These 4 additional lessons will be considered your make-up lessons. It is still of utmost importance that you let us know of any absences with a 48 hour advance notice. For late call absences, a minimum of 2 hours notice is required for the instructors to plan accordingly on preparing the horses. Any cancellation with less than 2 hours notice will result in a charge of \$50 to the client.

- If you are within the 48 -hour cancellation window, please text your trainer as well as the Lesson Director (512) 920-2276 to give notice of your absence. Please text your trainer if you are running late.
- A \$50 fee will be assessed on your next bill for any no shows. This includes not showing for a barn lesson during inclement weather.
- **Exceptions:** additional make-up will be provided when lesson falls on Thanksgiving Day, Christmas Day or when an exceptional weather event results in “do not drive” orders by authorities.
- **Extenuating circumstances** such as injury or serious illness or unforeseen emergencies will be individually assessed to determine make ups. Contact Switch Willo at lessons@switchwillo.com immediately in these circumstances.

LEAVE OF ABSENCE

In the event that you must take a leave of absence, a 30-day written notice made prior to the month of leave is required. For a paid leave of absence, the student’s slot will be guaranteed upon return.

- Without a 30- day written notice of a leave of absence, your deposit will be applied to that month, and a new deposit will then be required to restart lessons.
- Leave of absence is by the month only - riders cannot return mid-month without paying for the full month. Proration of cost is not allowed for students returning from a leave of absence.

WEATHER POLICY

In the event of bad weather or unsafe footing in the arenas due to rain, instructors will conduct barn lessons. These lessons will cover different areas of horse care and horsemanship that are not covered during riding lessons. The care of the horse and learning different aspects of our sport is vital to developing well rounded riders. We highly encourage parents to attend these barn lessons as they are a great opportunity to learn more about what is involved in owning, leasing and showing a horse. Students are also encouraged to have someone attend their lesson and video their riding. We can also use barn lessons as a time to review and analyze video footage of a student's riding. **If a student does not attend a barn lesson, the rider will forfeit any make-up and no refund or credit will be issued.**

HORSE SHOWS

Switch Willo horses are available to students in the lesson program for horse shows. Horse shows are a great way to showcase skills learned in weekly lessons. Signup sheets for upcoming shows will be posted on the bulletin board in the main barn. Switch Willo show fees will be billed following the event. These charges include (but are not limited to): entry fees, clipping, mane pulling, hauling, set-up fee, coggins, medications, schooling and day care, stall fan (if applicable), and horse use fee. Each horse show will have separate entry fees, stall charges, shavings fee, etc., which will be paid by the rider/parent directly to the show management. If you are interested in participating in a horse show, speak with your instructor and lesson directors for more information!

EQUIPMENT REQUIRED

Riders are required to have hard soled boots with regular-sized (quarter inch) heels, ASTM/SEI approved riding helmet, long pants, half-chaps (optional), short- or long-sleeved shirt. **Bicycle helmets are not allowed.** We do recommend purchasing a **black**, traditional English-style riding helmet so that if a student chooses to show in the future, they will not need to purchase an additional helmet that is acceptable for showing. A small grooming tote/box with curry comb, hard brush, soft brush, and hoof pick is required for riders who tack up for themselves. All necessary equipment can be found at the nearby Dover Saddlery retail store.

We DO NOT provide loaner helmets or boots.

RIDER RESPONSIBILITIES

- Please check your assigned horse for missing or twisted shoes and any signs of injury or lameness before grooming and tack-up begins. Immediately inform your instructor of any findings or suspicions of injury.
- Students should expect to ride different horses on a weekly basis.
- Once you have groomed your horse properly and have picked their feet, please apply Durasole to the bottom of hooves. Apply plentifully to the clean frog and sole, and scrub in with a hoof pick brush. If unsure on how to apply, please ask your instructor for guidance.
- Pick up droppings after your horse and sweep crossties free of debris.
- All grooming supplies and tack used for your lesson should be put back to its proper place in the lesson tack room. Square pads, fleece pads (if dirty) and girths should be placed in the dirty laundry bin. Bits should be wiped clean and stirrup irons run up before putting saddles and bridles away. Please put saddles and bridles back in the appropriate location.
- After the lesson, when the horse has been properly groomed and his body temperature has cooled, return him back to the location from which he was retrieved. Ensure all latches and gates are secured. **Students under the age of 14 are not allowed in school horse**

paddock. Students under the age of 12 are not allowed in horse stalls.

- Do not enter paddocks or stalls except to retrieve or put away your horse.
- Students should wear helmets when working with horses *and* while mounted. Students still learning the basics of horsemanship (in Mini Limited Group Lessons) are required to wear their helmet while working with their horse from the ground, in addition to while mounted.
- Speak to your instructor about properly bathing horses after the lessons.
- No chewing gum, opened toed shoes, shouting, or running.
- Jumping of any height is not allowed without an instructor present.
- Please refrain from cell phone use during the lesson.
- Respect staff, instructors, fellow students, and horses at all times.

PARENT RESPONSIBILITIES

- Please ensure your child understands and abides by the rider responsibilities outlined above.
- Children under 12 should not be left unsupervised outside of scheduled lesson time.
- We encourage parents to watch their child from one of our seated viewing areas, but ask you to refrain from interacting with either student or instructor during the lesson. Do not coach from the rail.
- Speed limit leading into the facility is 15 mph, and 5mph in front of barns. We ask that you not drive on unpaved areas.



SWITCH
WILLO
STABLES