



LOVELANE POLICY STATEMENT

SESSIONS: Our programs run in 3 sessions: Summer, Fall & Spring

PAYMENT

- U Payment is **due in full within 7 days** of Lovelane confirming your child's place in the program unless otherwise noted in your official confirmation.
- U Payment **must be received before your child begins in the program**. Payment secures their enrollment.
- U Payment is **non-refundable**, except in the case of extreme circumstances.
- U Students will **not be permitted to participate until tuition is paid**.
- U For Therapeutic riding lessons, a **late fee** of \$50 will be assessed if payment is not received by the due date.
- U **Tuition assistance** is only available for therapeutic riding lessons.
- U Extra lessons can be purchased depending on availability.

CANCELLATION & MAKE-UP POLICIES

- U **There are 2 ways to notify us of your cancellation:**
 - X For cancellations with LESS than 24 hour notice, CALL the cancellation line: 781-259-1177 x30.
If you are running late for some reason, call and leave a message on the cancel line.
 - X For cancellations with MORE than 24 hour notice, EMAIL: [**Cancel@lovelane.org**](mailto:Cancel@lovelane.org)
- U **For Mounted Riding Lessons:**
 - X If you need to cancel with LESS than 24 hours notice, the lesson will be forfeited. No make-ups or refunds will be available.
 - X If you cancel a make-up lesson, you are not eligible for an additional make-up lesson.
 - X If you do not show up for a scheduled lesson, the lesson will be forfeited. No make-ups or refunds will be available.
- U **Therapeutic Riding Lessons:**
 - X **IF YOU CANCEL YOUR LESSON** with more than 24 hour notice, you will be able to make-up that lesson at the end of the session during one of the designated make-up weeks for up to **3 lessons** (fall and spring) or 2 lessons (summer). Anything beyond 3 lessons (fall and spring) or 2 lessons (summer) will not be eligible for a make-up and is therefore forfeited. These make-up lessons must be completed before the end of the session during which they were canceled.
 - X **IF LOVELANE CANCELS YOUR LESSON we will offer you make-up opportunities.** If you need to make up a lesson from the spring or summer sessions, you have until the end of the subsequent fall session to schedule the make-up lesson. If you need to make up a lesson from the fall session, you have until the end of the subsequent spring session to schedule the make-up lesson.
 - X It is the responsibility of the parent/guardian to connect with the office to coordinate their make-up lesson(s). If they do not communicate with the office by the end of the session during which the cancellation(s) occurred, the lesson(s) will be forfeit.
 - X If you cancel a make-up lesson, you are not eligible for an additional make-up lesson.
- U **Therapeutic Riding ASSESSMENTS:**
 - X If you do not show up for your assessment without calling or emailing ahead, you will forfeit your assessment fee and your opportunity to join the program.
- U **Therapeutic Riding TRIAL SESSIONS:**
 - X **Any session you cancel is forfeited.** There will be no make-ups and no refunds for missed trial lessons.

✕ If Lovelane cancels your lesson, **we will offer you a make-up opportunity.**

⌚ **Recreational Riding Lessons:**

✕ **IF YOU CANCEL YOUR LESSON** with more than 24 hour notice, you will be able to make-up that lesson at the end of the session during one of the designated make-up weeks for up to **2 lessons**. Anything beyond 2 lessons will not be eligible for a make-up and is therefore forfeited. These make-up lessons must be completed before the end of the session during which they were canceled.

✕ **IF LOVELANE CANCELS YOUR LESSON, we will offer you make-up opportunities.** If you need to make up a lesson from the spring or summer sessions, you have until the end of the subsequent fall session to schedule the make-up lesson. If you need to make up a lesson from the fall session, you have until the end of the subsequent spring session to schedule the make-up lesson.

⌚ **Unmounted Programs and Workshops:** Any workshop or unmounted session **you cancel is forfeited**. There will be no make-ups and no refunds for missed workshop days or unmounted classes. If Lovelane cancels a class, then you may be provided with a make-up opportunity or a credit depending on the circumstances.

HOLD RIDERS

⌚ **Hold riders are responsible for scheduling their lessons** by contacting the Program Office.

⌚ There will be no credit for lessons that have not been scheduled throughout the session or year.

WEIGHT LIMIT

⌚ **A weight limit** ensures the safety of Lovelane's lessons. Generally, students with a passive weight less than 130 lbs or active weight less than 160 lbs are permitted to ride. Lovelane staff continually assess each rider to determine safety and appropriateness for the program.

⌚ Any rider requiring a full transfer assist and/or requires major trunk support to sit on the horse must weigh less than 100 lbs and/or be approved for safety by the Lovelane staff.

SAFETY

⌚ **Safety is Lovelane's number one priority.** The staff reserves the right to exclude participation in our program if a student is deemed unsafe for any reason.

⌚ Instructors may end a lesson prior to completion if they feel the circumstances have become unsafe. Unmounted lessons may be provided as an alternative if the instructor deems it appropriate.

STUDENT SUPERVISION FOR MOUNTED RIDING LESSONS

⌚ **Parents/guardians must remain on the Lovelane property** while their child rides if the student is under 18 years old.

⌚ If a parent/guardian is not going to be in the family viewing room, they must let the instructor know where they will be during the lesson.

STUDENT PICK-UP FOR WORKSHOPS AND UNMOUNTED SESSIONS

⌚ **Students must be picked up on time.** Lovelane does not have staff available to supervise children after programs end.

⌚ If ever you will be unavoidably late to pick-up, **please call and leave a message on the cancellation line, x30.**

⌚ We now must enforce a **3 strike policy**: after the third late pick-up, the student will be removed from the program with no refund for any remaining sessions.

INCLEMENT AND DANGEROUS WEATHER

⌚ **Summer:** Thunder, lightning, and extreme heat can create an unsafe riding environment.

- *For individual riding lessons:* Instructors will provide unmounted lessons where appropriate, or Lovelane may cancel your child's lesson. If we cancel, then Lovelane will offer alternative riding times to make this lesson up.
- *For Horsemanship Workshops:* Other unmounted activities will replace the riding time for that day.

⌚ **Winter:** Lovelane may have to cancel lessons due to snow or an extreme weather event. Families will be contacted regarding their lessons via email, phone or text with as much notice as possible.