HARROGATE HILLS

est. 1985

Makeup Lesson Request Form

Student's Name: _____

Date of cancelled lesson: _____

I am available the following days/times of the week:

_____

_____

Please contact me at the following email address:

_____

I have read and agree to the makeup lesson policies:

Signed: _____

Date: _____

Makeup Lesson Policies

1. **Make up lessons can only be scheduled if the account is up to date and if the rider is currently enrolled in lessons.**
2. Notification of missing a lesson must be provided **at least 24 hours** before the scheduled lesson.
3. Harrogate will handle all makeup requests on a first come, first serve basis.
4. All Makeup Lesson Request Forms must be submitted within **7 days** of a missed lesson.
6. Missed lessons do not have cash value and cannot be deducted from monthly invoices.
7. **5 makeups** are available between September 1st to June 30th.
9. All make up lessons expire on **June 30th.**
10. Please note, while we do our best, the riding level for a makeup lesson may not be aligned with the level of the student.

Booking a Makeup Lesson

1. All request forms can be sent to makeups@harrogatehills.com OR put into the 'Makeup Lesson Request Form' box in the lounge.
2. Once we receive your request form, we will contact you by email to let you know that we are in receipt of your request.
3. Once a suitable lesson time becomes available, we will contact you by email.
4. You will then have 24 hours to accept and confirm this lesson time. After 24 hours, we will offer the makeup lesson time to the next student waiting for a makeup lesson.
5. Once we have confirmed a makeup time, we will see you then! Any canceled or missed makeup lesson will NOT be rescheduled or refunded.

*Please note: Over the course of the 10-month riding season, 4 theory lessons are included in the lesson program. These also qualify as makeup lessons.

Thanks for understanding the complications involved in rescheduling canceled lessons for all concerned.

To minimize scheduling difficulties, we appreciate students attending their regularly scheduled lessons.

Thank you for your cooperation!