



## A MESSAGE TO NEW RIDING SCHOOL CLIENTS

Thank you for participating in our Riding School Program! We hope you enjoy your first lesson and that you will continue riding with us. Below is an explanation of our "process":

1. Please fill out an [Indemnity Release](#) and [Medical Release](#), and return them to your Instructor at the time of your first lesson.
2. **Please prepay for your first lesson. Give cash, check or money order to your Instructor before your lesson starts.** After that, there are two ways you may pay: you may "pay as you go" and leave your lesson money in the black mailbox in the tack room; or, if you would like to set up an account, you may leave a deposit of \$100. We will then bill you monthly, in arrears.
3. Please read the Barn Rules on the reverse side of this page. We ask that you abide by these Rules at all times while on the property. If you have any questions about the Rules, please ask your instructor or call our office.
4. After your first lesson, please discuss a lesson program with your instructor. You must then call our office to set up subsequent lessons. We book lessons by the month, in advance.
5. When you book subsequent lessons, you must arrive for your lesson at least 15-20 minutes early. This allows for time to organize boots and helmets, as well as grooming and tacking up. You should allow 15-20 minutes **after** your lesson to untack and groom.
6. If you must cancel a lesson, please do so with 24-hours notice. If you call to cancel with less than 24-hours notice due to sickness or for any other reason, you will be charged a \$10 administrative fee. If no notice is given, you will be charged the full lesson fee (No Show/No Call).

### PAYMENT PROCEDURE

Payment for all lessons should be made BEFORE the lesson starts. Please give payment to your Instructor. If you have established an account, please inform the Instructor so that she may bill you.

### FOR YOUR CONVENIENCE, WE CAN SET UP AN ACCOUNT TO BILL YOU...

To establish an account, a \$100 deposit is required. You can either give the deposit to your Instructor, or stop by the office with your deposit. Once your account is opened, you will be billed for all lessons on the 1<sup>st</sup> of the following month. Payment is due by the 10<sup>th</sup> of every month.

### LESSON SCHEDULING & CANCELLATION POLICY

We book lessons by the month, in advance. Please call prior to the beginning of each month to schedule your lessons. If you must cancel a lesson, **we require at least 24-hours notice.** If you cancel with less than 24-hours notice due to sickness or for any other reason, you will be charged a \$10.00 administrative fee. If no notice is given, you will be charged in full for the lesson (No Show/No Call).

If you have any questions, please call the office at 967-6995.

**6040 LA GOLETA ROAD \* GOLETA, CA 93117 \* (805) 967-6995**  
**www.raintreeranch.com**