



To God be the Glory

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Balance In Training 303.668.3762
with Carly Brown

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Due to the recent number of cancellations and rescheduled lessons, I feel I need to enforce my cancellation policy in order to be fair to everyone's time. I can spend more time with you and your horses if I am not busy rescheduling! I currently have about a 25% cancellation rate and a 45% rescheduling rate, which is many hours of extra time for me on the phone. When people cancel I cannot fill that time at the last minute, which is detrimental not only to me but to the others who would have taken that lesson slot. This is not directed towards any one person, it is almost universal. This cancellation policy applies to group and private lessons and special events (such as trail rides, etc), but not to summer camps.

It is my responsibility towards my clients:

- To guide the development of each client's equine knowledge and riding ability to the highest degree as possible
- To encourage the client constantly and instill in him or her a fine appreciation for all aspects of training by offering a balanced and enriched program of instruction including groundwork, riding time, care of the horse, horse behavior, medical issues, and performance skills

It is the parent's and/or client's responsibility to me:

- To realize that steady progress is assured only when a conscientious attitude towards training, lessons, and practice is held by both the client and/or the parent
- To understand that in engaging in private riding instruction, certain policies must necessarily exist, including an agreed number of lessons per month, thereby establishing a basis for good instruction. When lessons are rescheduled at short notice it affects both my time and that of other riders who were not able to have used that time.

To maintain these goals and responsibilities, I have set forth the following policies:

- If you no show, you must pay your lesson fee in full.
- If you must cancel a lesson within 24 hours of your lesson time and don't reschedule within the week you must pay 50% of your lesson fee.
- If you cancel within 24 hours and reschedule within the week you must pay 25% of your lesson fee.
- If you cancel prior to 24 hours of your scheduled lesson time and don't reschedule within the week you must pay 25% of your lesson fee.
- If you cancel prior to 24 hours and reschedule within the week you must pay 10% of your lesson fee.

- If you notify me 2 weeks prior to your lesson that you need to cancel then there is no charge.
- There is no guarantee for lesson availability within a week of a cancelled lesson.

As you recall, payment is due on the first lesson of the month for the entire month. The cancellation fees above will apply no matter what your reason for cancelling – sick, work, weather, school, horse issues, etc. In wind, rain, and snow we can ride under the protection of the covered arena. During the winter I will allow cancellations or rescheduled lessons with no fee if the wind chill is 20 or lower. A cancellation with a wind chill above 20 will still result in a fee. The wind chill can be calculated at <http://www.nws.noaa.gov/om/winter/windchill-images/windchillchart3.pdf>

I will not be doing lessons away from Las Piedras Ranch with the exception of trouble with trailer loading. It is difficult for me to leave the horses I am training and clients who attend lessons at Las Piedras Ranch.

If I am unable to teach due to illness, I will schedule makeup lessons in the form of either private or group lessons. Days where no lessons will be scheduled will be posted on the calendar of the schedule page of my website in advance.

If you have any questions, please feel free to discuss this with me. I am trying to make it work for everybody.

Sincerely,
Carly (Davis) Brown