



Lesson & Program Policies

Attendance & Cancellation Policies

- **There is a 24-hour cancellation policy. If you cancel with less than 24-hours notice, or inadvertently miss your lesson, the lesson will be charged in full.**
- In the event of inclement weather or illness on the day of your lesson, please call by 8 a.m. to cancel your lesson.
- If a rider misses 2 lessons without proper cancellation they will forfeit their lesson spot.
- **Lessons can only be cancelled by calling Blue Rider Stables at 413-528-5299 or emailing info@bluerider.org.**

Arrival Time

- In an effort to keep our tight lesson schedule running smoothly, please arrive 5 to 10 minutes before your lesson is set to begin.
- If you arrive earlier than 10 minutes before your lesson, please stay in your vehicle until 5-10 minutes before your lesson is set to begin.
- **If this is your first lesson, please stay near your vehicle so we can make sure all the paperwork is completed and that your helmet fits properly.**
- Arriving after the lesson has already started can be disruptive to the instructor and other students. *If you arrive more than 10 minutes late to your lesson, we cannot guarantee your participation. If allowed to join, your lesson will still end at its scheduled time.*

Attire

- Riders that are dressed inappropriately will not be allowed to participate in lessons.
- Closed-toed shoes; shirt with sleeves (shoulders must be covered for safety in the barn); long pants and appropriate outdoor clothing for the weather are required.
- Protective face covering and helmet (bike helmet will work) are required.

Inclement Weather Policy

- Cancellations due to inclement weather will be aired on WSBS Radio (860 AM and 94.1 FM). You can always call the barn at 413-528-5299 for confirmation.
- If Blue Rider does not cancel lessons but you will not make it due to the weather, you must call by 8 a.m. or you will be charged.

Client/Parent/Guardian Name: _____ Date: _____

Client/Parent/Guardian Signature: _____

We recommend all participants have a copy of the above for their records.