

Dear Parents & Riders –

We look forward to your participation in our program for 2012. We will be beginning our first lesson of Session one the week of Tuesday, April 24, 2012.

Program Fees

Extensive fundraising allows Willow Creek Ranch to charge nominal fees for therapeutic riding lessons. Fees may be paid in installments: half may be paid during the first week of lessons and the remainder due by week four. Payment in full is requested by the middle of each session.

Absence Policy

Consideration for Willow Creek Ranch volunteers, staff and horses is appreciated. Riders are asked to call 24 hours in advance to Jennifer at **414-791-2509** or as soon as possible if you know you will miss a lesson. Every effort will be made to schedule a make-up session based on availability; however it is not a guarantee. If you are a no call, no show for two scheduled lessons, you have voluntarily given up your riding spot for the remainder of the session.

Refund Policy

Refunds or credits of lesson fees are available only under the following circumstances:

1. If a participant must withdraw for medical reasons, a physician's statement is required.
2. If a cancellation is initiated by Willow Creek Ranch.

Cancellation by Willow Creek Ranch

1. Temperature extremes (summer & winter)
2. High winds, thunderstorms, tornado warnings, or storms
3. Snow and ice conditions

Riders are asked to call Jennifer if weather is uncertain. If classes are cancelled every effort will be made to reschedule for a make-up session. A credit of \$25 will be applied to rider's account when Willow Creek Ranch cancels a lesson. Credits must be used by end of calendar year.

Clothing Requirements

1. A safety helmet (**ATSM-SEI approved**) must be worn and is provided.
2. Long pants such as blue jeans, stirrup pants or riding pants.
3. Protective sun screen, sun glasses and insect repellent as needed.
4. Shoes with sturdy heels (oxfords, riding boots) or non-slip soles are recommended.
No sandals or open-toed shoes.

Willow Creek Ranch lesson policies:

1. Riders arriving more than 10 minutes late for lessons will not be able to join the class. Fees will not be refunded.
2. Refunds will be given if a rider withdraws from the entire session due to medical necessity with written notification from rider's medical provider. No refunds will be offered for vacations, temporary illness, or unanticipated circumstances.
3. No smoking and no dogs allowed on Willow Creek Ranch property.
4. Riders with inappropriate clothing (including crocs, sandals, open-toed or open-heeled shoes, shorts or skirts) will not be able to participate. Fees will not be refunded.