



Client Policy

Payments:

Lesson payments are due prior to or at the first lesson. Each session is billed in its entirety and payment can be made by cheque, credit card or cash.

Cancellation Policy:

If VTEA cancels a lesson due to weather, instructor absence, etc., that lesson will be rescheduled or credited to the rider on their next session invoice.

Missed Lessons:

Refunds or make-up lessons are not issued if a rider misses a lesson. Please call the office if you cannot make your scheduled lesson. It takes the staff approximately half an hour to get the horse ready for a lesson and the volunteers are there and ready to assist, donating their valuable time.

If a rider needs to be absent due to a medical condition for 3 or more consecutive weeks, the rider will be credited on their next invoice upon receipt of a signed and dated letter from the physician.

Lesson Time:

Please note that if a rider is 15 minutes late, their horse will be taken back to the barn and untacked and that lesson is forfeited. Lessons are 30 minutes; all aspects of your lesson must be accomplished in that half hour. This includes rider warm up, (if not done prior), instruction, mounting and dismounting, offering treats to your horse and instructor interaction. The Instructor is charged with ensuring that each lesson starts and ends on time, you can help by making sure that you let the Instructor know if you have treats to share with the horse or if you have something to discuss.

Volunteer Duties:

VTEA relies heavily on volunteers.

A large volunteer base is required for leading, sidewalking, grooming, tacking, horse care, yard and building maintenance, office work and fundraising in order to supplement the cost of lessons. Lesson fees are less than 1/2 of the actual cost of the lessons. Family members are encouraged to assist during lessons and to become involved in various other areas, such as special events (Pub Night, Open House, Horse Show), maintenance, and fundraising. Your participation in VTEA events is crucial to a successful therapeutic riding program.