



PAYMENT/CANCELATION POLICY

PAYMENTS

Recurring Billing

Legacy Saddlebreds uses a credit card processing for payment of your riding lessons. We encourage all of our students to sign up with this payment system. Contact the Legacy Accounting Office to set up your payment account.

Lessons are Pre-Paid

Payments are charged on the first of every month for that month's lessons.

Example: If a rider has four group lessons scheduled in June, your card will be charged \$180 on June 5th (\$45x4 lessons).

Multi-Lesson Discount Program

If a rider takes at least 2 riding lessons per week, you will receive \$5 off each lesson. A minimum of 8 lessons must be taken in a given month for the discount to be applied. Discounts will be applied to the following month's bill.

Stop Payment

In the event you need to stop the payment of your lessons, notice must be given in writing or via email to the Legacy Accounting Office by the 25th of the month prior to the card being charged.

Pay As You Go

Customers also have the option of paying as you go. Cash/check payments are placed in the payment box outside of Ms. Sondra's office. Please fill out the payment form, place it and the payment in the envelope, and put in the black payment box. You may also pay with a debit/credit card at the front desk. If you choose to pay as you go, payments are due at the time of the lesson.

Outstanding Payments

Customers that have outstanding balances of over 60 days will have their lessons suspended until payment is made, or arrangements are made through the Accounting Office. If you have questions regarding your account, please see Denise in the Accounting Office. You can also contact her via email or phone (accounting@legacysaddlebreds.com, 336-529-6760).



CANCELATIONS

We have a 24-hour cancellation policy.

You will be able to reschedule your canceled lesson if it is canceled at least 24 hours before your scheduled lesson time. Cancellations can be made by emailing scheduling@legacysaddlebreds.com or calling 336-529-6760.

Inclement Weather Policy

Legacy Saddlebreds will always try to teach lessons as long as instructors and riders can safely get to the barn. However, time changes or cancellations may be necessary in hazardous conditions. If this does happen, we will contact our students as soon as possible to notify you of the changes via email and phone to reschedule your lesson. We do realize that some roads will not be treated as quickly as others, and your safety is our priority. If you realize that you will not be able to make it to the barn for a scheduled lesson that we are still holding, please contact the Legacy Office as soon as possible so the staff can make the necessary arrangements, and we can reschedule your lesson to a different day when travel will be safer for you.

Late Cancellation and No Call/No Show Policy

A lesson is considered a Late Cancellation if canceled within 24 hours of the scheduled lesson. A lesson is considered a No Call/No Show if a customer does not show up for a scheduled lesson, and the Legacy Office has not received communication from the customer to cancel the lesson in advance.

Late Cancellations and No Call/No Shows will be charged in full. *Extenuating circumstances, such as emergencies, sickness, and weather as described above are accepted on a case-by-case basis.*

If a rider is a Late Cancellation or No Call/No Show two out of four consecutive lessons, they will be removed from the schedule until the balance is paid. Once the balance is paid, the rider may schedule more lessons upon availability.