



ZUBROD STABLES CANCELLATION AND PAYMENT POLICY

All lessons are \$40 and **must be paid in advance**. You may pay prior to the start of the lesson for the individual lesson or for multiple lessons by check or cash. You may also pay by credit card. There is a 3.5% service fee added to all credit card charges. Credit card payments are run once monthly for the entire month of lessons – forms are available at the barn for you to fill out.

In order to provide our lesson horses with the best possible care, keep our lesson rates low, and provide a safe environment for our riders, we must uphold a stringent cancellation policy.

We maintain a 24-hour cancellation policy. If you need to cancel your lesson, please do so 24-hours in advance. If you fail to cancel your lesson within this time frame, you will be charged for the missed lesson.

Lessons cancelled 72 hours in advance (or more) may be cancelled without making up the lesson.

If cancelled between 72 and 24-hours in advance, you must reschedule the lesson. You have one week from the day of your original missed lesson to makeup at no additional charge (if your lesson is on Wednesday at 3pm then you have through the following Tuesday to make it up.) If the lesson is not made up within the week then you will be charged the full lesson price.

Makeup lessons will be available at all times with all instructors and may be scheduled with another instructor in order to accommodate rider's busy schedules.

Many days our lesson books are completely full and cancelling in advance allows us to fill that spot with another rider on our 'waiting' list. It also allows us to move riders to fill openings in the schedule.

Please arrive at least 10 minutes prior to the start of your lesson, this way your horse can be bridled and ready for you to mount and begin your lesson on time.

Lessons are scheduled all Monday's – Friday's except for major holidays (like Christmas and Thanksgiving). Although not required, lessons are often available for holidays including 4th of July, Labor Day, etc. If you instructor is sick another instructor will teach your rider in their place, and if another instructor is not available, you will be contacted to reschedule.

The instructors are not readily available to answer phone calls or texts once they have begun teaching for the day, however, please text your instructor to let them know if you are running late, or need to cancel at the last minute, etc.

BARN RULES AND REMINDERS:

- Please do not leave children unattended (those not riding) while at the barn.
- For their safety, we ask that children stay within sight of, or with a parent or guardian at all times, **ESPECIALLY** if playing outside.
- **NO** running inside the barn (down the aiseways or sidewalk) as this could accidentally startle a horse and rider.
- Please do not allow children to sit on the ledge with their legs hanging into the ring.

USE OF PHOTOGRAPHY:

It is understood that Zubrod Stables reserves the right to use any photography and/or videotaping of student's performances for purposes of advertising, publicizing and promoting of the stable both on social media and printed forms. Furthermore, I understand that no royalty, fee or other compensation shall become payable to me by reason of such use.

WEATHER POLICY:

Please read the following policy regarding lesson cancellations due to inclement weather. All temperatures are based on actual temps, not 'wind-chill' temps, as our barn is indoors and sheltered from any wind-chill factors. You will not be responsible for payment of a missed lesson or makeup of a missed lesson unless **the high temperature for the day will be in the 30's or warmer. In that case we plan on seeing you at the barn for your lesson.**

- If the high temperature for the day will be in the 20's you will not be obligated to take your lesson. However, we will be at the barn teaching, so please contact us to confirm you will or will not take your lesson.
- If the high temperature for the day is in the teens or lower (below 20 degrees) lessons will be cancelled.
- If school is closed (Jefferson/Oldham County Public Schools) and roads are relatively clear by noon, we will still have lessons, however you are under no obligation to ride. Please call your instructor to confirm cancellation by 12pm. We will contact all riders via cell phone should lessons be cancelled for the day.
- Lessons may be cancelled for extremely hot temperatures; however this is very rare, and will be communicated in advance of lesson.
- Lessons are not cancelled for rain or thunderstorms, if there is a severe storm in the area, please contact your instructor. As we are indoors we teach through it all, although have occasionally had to cancel or delay because of power outages, tornado warnings, etc.

Thank you for your consideration and understanding of our policy. You can reach the instructor's on their cell phones at any time or you may leave a message at the barn.

IMPORTANT CONTACTS:

Cindy: 502-338-7805

Renee: 502-417-3153

Deveau: 859-421-6753

Emily: 502-777-7572

Barn: 502-228-3377



Zubrod Stables
3500 Locke Lane | PO Box 379
Prospect, KY 40059
502.228.3377
www.zubrodstables.com

WARNING

Under Kentucky law, a farm animal activity sponsor, farm animal professional, or other person does not have the duty to eliminate all risks of injury of participation in farm animal activities. There are inherent risks of injury that you voluntarily accept if you participate in farm animal activities.



KRS 247.4027

Cindy Zubrod Boel – owner

Please acknowledge receipt of this release, as well as photo and cancellation policy by signing below:

Parent(s) or Guardian(s)

Date

Rider Name

Home Address

Phone Number(s)

E-mail Address

Rider's Date of Birth
