

Updated Cancellation & Registration Policy – 7/6/2017

Cancellations, Refunds & Make-ups

Every lesson requires the coordination of volunteers, staff, and horses. For this reason it is important that you/your family member make every effort to attend lessons on time and as scheduled. Great and Small charges participants approximately 1/3 of what it actually costs to offer the service. Therefore, every participant is receiving an “automatic scholarship!” To continue to offer services at affordable rates, we have instituted the following cancellation policies:

Scheduled Absences

Each participant is allotted 1 scheduled absence per session, which is eligible for a make-up. If you know at the beginning of the session that you/your family member will miss a specific date, please let us know in advance so we can schedule the make-up. Participation is billed by the session and cannot be prorated.

Unscheduled Absences

If you must miss a lesson due to a last-minute illness, injury, or other emergency, please notify the office as soon as possible. Unscheduled absences will not receive a refund. If cancellation notice is made at least 24 hours prior to the unscheduled absence, the lesson is eligible for a make-up lesson (max. 1 total make-up per session). Missing 3 or more lessons without providing notification to the office can result in dismissal from the program.

Make-up Lessons

Riders are eligible for 1 make-up lesson per session. The week immediately following the session is reserved for make-up lessons. Make-up lessons will be scheduled at the rider's regular time slot during the make-up week.

Cancellations by Great and Small

In the event that Great and Small must cancel lessons due to weather or facility emergencies, you/your family will be given a credit towards a future session in the amount of your lesson. Should you not plan to participate in a future session, the cancelled lesson will be refunded. Participants without a scheduled absence may choose to make up the cancelled lesson during the make-up week.

Late Arrivals

Participants who arrive up to fifteen (15) minutes late may still have a lesson, but the lesson will end at the regularly scheduled time. Participants who arrive more than fifteen (15) minutes late will not be able to ride that day. Alternate activities are at the discretion of the instructor.

Session Registration

Current participants are given the opportunity to register before new participants are accepted into the program each session. “Current” is defined as having participated in our programs within the past year. We make every effort to continue to offer lesson times on the same day and time from session to session, but this is subject to change. Registering early (by the deadline) provides the best assurance of getting your preferred day and time.