

## Letter to students

Dear lesson participant,

With the growth of our lesson program and in an effort to better serve our guests, we are making the following changes to how lessons are scheduled, paid for and cancelled.

- All lessons will be scheduled and/or canceled through the office.
- Payments for one-time lessons need to be received at least one day prior to when the lesson is scheduled to take place.
- For regular weekly lessons:
  - These lessons can be scheduled up to 4 weeks in advance without payment.
  - Payment for these advance lessons will need to be made a week out.
    - For example: If you have a weekly lesson on Wednesday. When you arrive for your lesson, we can process the payment for your lesson scheduled for the following week.
    - At that time, you can also extend your advance lessons another week.
- Cancellation policy:
  - Cancellations must be made through the office, during regular weekday office hours, at least one day prior to the scheduled lesson. At that time, we can transfer the payment to the following week or a different time that works for you and your instructor.
    - Regular office hours are Monday-Friday from 9am – 5pm.
  - Same day cancellations and/or no shows will result in the loss of that lesson payment.
  - Multiple no shows or frequent cancellations may result in being moved to the end of the list for lesson requests.
  - If your instructor cancels a lesson, the office will contact you to let you know about the change. At that time, you can reschedule to a different time, keep the lesson time and get a different instructor (if available) or choose to receive a refund for your lesson payment.

We appreciate that you've chosen to receive your horseback riding lessons at Marmon Valley Farm. We hope these changes will continue to make your lesson experience a positive one. Please let us know if you have any questions.

Sincerely,  
The Marmon Valley Staff  
Office - 937-593-8000  
[info@marmonvalley.com](mailto:info@marmonvalley.com)  
[www.marmonvalley.com](http://www.marmonvalley.com)