

Term Payments, Cancellation Policy, Unicorn Birthday Parties, Holiday program and General policies

Term payments and cancellations

- Unicorn Valley (UV) requires fees to be paid for the full-term before commencement of the term.
 - A 60 min individual lesson paid for full-term will be \$100
 - A 90 min group lesson will be \$95
 - A 60 min individual casual lesson will be \$110
 - A 90 min casual group lesson will be \$120
- Lessons cannot be paid short for the term. Full term fees apply, but we are happy to organise make-up lessons if any lessons cannot be attended irrespective of reason. It is up to the Parent/rider to follow up to ensure the make-up lesson is organised and attended within the term or alternatively carried into the following school holidays. Our term runs in accordance with Victorian School Terms. Makeup lessons must be organised if any lessons cannot be attended irrespective of reason (medical or non-medical). This is up to the parent/rider to follow up to ensure the makeup is organised and attended within the term. Terms run to the Victorian School Term dates. If a rider cannot attend the full term, then casual rates apply
- However, should the lesson cancellation occur within 48 hours of the scheduled lesson, the rider forfeits the paid fee. If a medical certificate is provided, we happily arrange make-up time.

Unicorn Valley Birthday Parties

- Payment in full is required at time of booking request
- If a cancellation is received in writing (via email) more than 14 days before the day of the Birthday party booking, a full refund/credit or reschedule will be offered
- If a cancellation is received in writing (via email) 14 days or less than the day of the Birthday party booking, a 50% cancellation fee of total monies paid is charged
- If the Birthday party booking is cancelled less than 7 days in advance, you will forfeit all monies paid.



Holiday Programs

- Payment in full is required at time of booking request
- If a cancellation is received in writing (via email) more than 7 days before the day of the holiday program booking, no cancellation fee is charged, and a full refund or credit is given
- If the Holiday program booking is cancelled less than 7 days in advance, you will forfeit all monies paid.

Weather cancellation and riding policy

- Riding takes place in all weather conditions. Only when the temperature exceeds 38°C or above (at the time of riding) and/or severe weather conditions will cause cancellation. UV will notify the responsible person if the booking is to be cancelled due to inclement weather or riders may call us no sooner than 1 hour prior to the booking for an update. An alternate date will be offered to the rider. If during the course of the day the weather deteriorates, UV reserves the right to deliver theory and/or play fun and games indoors in lieu of riding (horse oriented) if it is deemed unsafe to ride.

General policies

- I understand that riding at any standard has inherent risk and that all horses may react unpredictably on occasions. I may fall off and could be injured. I accept that risk.
- I understand that instructions are given for my safety and agree to follow instructions given to me by staff and instructors at the riding school.
- I understand that wearing an appropriate riding hat and body protector may reduce the severity of an injury should an accident happen and agree that I will always wear a riding hat whilst riding, leading and grooming horses at the riding school. I understand it is my choice whether to wear a body protector except in the case of jumping where a body protector is required.
- I understand that the riding school will make decisions based on information I give them and agree to always be honest and volunteer information about:
 - My abilities and riding experience
 - Any previous riding accidents
 - Any medical condition(s) which may affect my ability to ride
 - Weight restrictions of 75kg apply.