



MacNair's Country Acres, Inc.  
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## **Policies and Procedures for MacNair's Riding Programs:**

### **❖ Office**

- The office is open Monday-Friday from 9:00am to 5:00pm
- The office is for staff members only. Students may go to the front desk if they need to speak to a staff member, but may not go past the front desk for any reason unless a staff member requests them to. They also may not leave personal items in the office.
- If you contact the office outside of regular hours you must leave a voicemail or email to ensure a return message. We do not use caller ID to return calls.
- Tours should be booked by appointment to ensure that a staff member is available.

### **❖ Barn rules**

- Students and friends/family/guests of students agree to follow the posted barn rules.
- Please leave your dogs at home. For safety reasons students/friends/family/guests of students may no longer their dogs on the farm.
- Gossip, bad sportsmanship, or derogatory speech about staff members, other riders, school horses, or MacNair's in general will not be tolerated and staff members reserve the right to address any violations at their discretion.

### **❖ Rider lesson attire requirements (riders will be expected to adhere to requirements by the end of Earn Your Stirrups)**

- ASTM/SEI approved helmet
- Hair tucked into helmet with hairnet
- Polo, appropriately fitting t-shirt, or sleeveless shirt (NOT spaghetti strap, skinny tanks, racer backs. Bras should not be visible.)
- Jewelry –small studs in ears. (No dangling earrings, no necklaces or bracelets)
- Gloves
- Jodhpurs or breeches
- Boots with hard, smooth sole and 1" heel and boot socks
  - This does not include "fashion" boots or boots with a zipper on the inside
  - Half chaps recommended with paddock boots for riders 13 and older

### **❖ Lesson Scheduling**

- **Absences and make-ups**
  - Due to the fact that we will have a horse assigned to you for your lesson, if you will be absent from a lesson for any reason you must contact the OFFICE (not an instructor) by 5pm the day before your lesson otherwise the lesson will be forfeited.

- Students who show up late to their lesson and are not able to groom and tack without the help of an instructor will be considered “absent” and will forfeit their lesson.
  - Each group student is allowed one make-up per session. The make-up must be done in another group, privates or semi-privates cannot be substituted (no paying the difference). Proper notice is required to receive a make-up.
  - Make-up lessons must be scheduled in the same session as the missed lesson and may not be rescheduled.
- **Weather Cancellations**
    - Classes *do meet* when it is raining! MacNair’s Country Acres ***does not*** follow the Wake County School System’s Inclement Weather Policy. This means if school is closed for inclement weather, we may still be able to hold classes. MacNair’s Country Acres offers a full horsemanship lesson program. We want to produce great horsemen and horsewomen, not just riders. Rain days will be used to teach important horsemanship information.
    - On the rare occasion MacNair’s cancels a class due to weather, we will email/call students as early as possible and the class will be rescheduled one time only. If the student is unable to attend the rescheduled class, the student forfeits the lesson.
  - **Class Cancellations and Changes**
    - We do strive to meet communicated class schedules; however, in the event of business requirements, we reserve the right to make class changes as necessary.

## ❖ **Withdrawal**

- Riders must give at least 30 days written notice or email communication of their withdrawal before the start of the next session to avoid being billed for the upcoming session.
- Lesson payments are non-refundable once the session starts. No make-ups are allowed after your date of withdrawal from the program.
- MacNair’s may allow a temporary hold on lessons and pre-paid balances due to injury or emergency at the discretion of management. Otherwise, once a student withdraws from a group, they forfeit their space in the group. If they wish to return to lessons, they will be placed where there is an opening.
- In the case MacNair’s allows a hold on lessons, any pre-paid balance will expire after 6 months.

## ❖ **Billing Procedures**

- MacNair’s emails all statements. If you would prefer a paper copy please indicate on the payment method form included in the registration packet.
  - For students who wish to start lessons between billing cycles, lesson payments are due upon sign-up, therefore you will not receive a statement.
- Group lesson payments:
  - The riding year is split into five sessions for billing purposes. Two group lesson rates and payment schedules are offered:
    - Pay by the session- students will pay up front for 8-10 weeks at a rate of \$55/each (i.e. \$440-550 payment up front).
    - Pay by the month- students will pay up front for 4-5 lessons at a time at a rate of \$60/rate (i.e. \$240-\$300 payment up front).
  - Must be paid by the 20<sup>th</sup> of the month in which they were billed for if the rider chooses not to leave a credit card on file.
- Private lesson payments:

- Private packages must be paid in full by the 20<sup>th</sup> of the month in which they were billed for if the rider chooses not to leave a card on file, otherwise the students lessons will be suspended until payment is made.
  - 4 lesson packages expire 2 months after purchase
  - 8 lesson packages expire 4 months after purchase
- A la carte lessons or special program activities:
  - Must be paid at the time of service if the rider chooses not to leave a credit card on file. Riders will not be able to participate in activities not paid by the date of the activity.

**Overview of pricing for non-group lessons**

**A LA CARTE PRIVATE LESSONS**

Privates	\$85.00
Semi Privates (2 riders)	\$65.00
Mini Group (3 or 4 riders)	\$65.00
8 Lesson Private Package	\$640.00
4 Lesson Private Package	\$330.00

**PRIVATES LESSONS (IF ALSO ENROLLED IN A WEEKLY GROUP LESSON)**

Privates	\$75.00
Semi Privates	\$60.00
8 Lesson Private Package	\$560.00
4 Lesson Private Package	\$290.00

**INTRODUCTORY PROGRAMS**

Saddle Up	\$70.00
Earn Your Stirrups- 4 lessons	\$250.00
Earn Your Stirrups-8 lessons	\$475.00

\*\*\* MacNair's Country Acres emails all of its statements. If you would prefer a paper copy, please indicate on the payment option form included in the registration packet.