



MacNair's Country Acres, Inc.
2721 Dover Farm Road
Raleigh, NC 27606
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www.macnairscountryacres.com
office@macnairscountryacres.com

Policies and Procedures for MacNair's Riding Programs:

❖ Office

- The office is open Monday-Friday from 9:00am to 5:00pm
- 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.
- For safety reasons students/friends/family/guests may not bring their dogs on the farm.
- Gossip, bad sportsmanship, or derogatory speech will not be tolerated and staff members reserve the right to address any violations at their discretion.
- Lounge- students and parents/family/friends are welcome to use the lounge. Please clean up after yourself! The lost and found is in the lounge.

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

- ASTM/SEI approved helmet
- Polo, appropriately fitting t-shirt, or sleeveless shirt (NO spaghetti strap, deep cut shirts. Bras should not be visible.)
- Jewelry -no dangling earrings, necklaces or bracelets
- Jodhpurs or breeches
- Paddock boots or tall boots

❖ 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. MacNair's Country Acres offers a full horsemanship lesson program. We want to produce great horsemen and horsewomen, not just riders. Inclement weather or stormy 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.
 - Must be paid by the 20th of the month in which they were sent if the rider chooses not to leave a credit card on file.
- Group lesson payments:
 - The riding year is split into five sessions for billing purposes. Two payment schedules are offered and the rate is \$65/lesson.
 - Pay by the session- students will pay up front for 8-10 weeks
 - Pay by the month- students will pay up front for however many lessons are in each upcoming month
- Private lesson payments (available by instructor recommendation only):
 - Privates will be billed for in total the month after they were taken.

PRIVATE LESSONS- not offered as weekly option, available by instructor recommendation only

Privates	\$80.00
Semi Privates (2 riders)	\$70.00

***** 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.**