



Participant Attendance and Program Cancellation Policies

Please carefully read through the following policies regarding participant attendance and program cancellation:

Participant Attendance Policy:

- High & Mighty instructors must be notified 24 hours in advance of the lesson if a participant is unable to be in attendance.
- If an instructor is not notified or notified less than 24 hours ahead that a participant will be absent, that participant will still be charged for the missed class.
 - In the event of a same day illness or otherwise unforeseen event, we will waive the lesson fee and try to schedule a make-up. We understand that not it may not always be possible to alert us in advance.
- If notified in a timely manner, the instructors will do their best to work with the parent/guardian and schedule a make-up lesson another day within the week of the missed class. Otherwise, the lesson may be made up at the end of the semester during our additional make-up lesson week.
 - Please be aware that it may not be possible to make-up multiple missed classes.

Each of our sessions at High & Mighty includes a make-up week as the last week of classes. If a participant completes the session with perfect attendance, they are welcome to ride at their scheduled time in the make-up week as a bonus lesson free of charge.

Program Cancellation Policy:

- In the event that High & Mighty must cancel lessons, an instructor will notify parents/guardians/participants as soon as the decision has been made to cancel program.
- There are instances where this may be done with short notice if the instructors decide that holding program would be unsafe for riders, volunteers, instructors and/or horses.
- If at all possible, instructors will attempt to reschedule canceled classes. However, during busy sessions this may not be possible.
- If program is canceled, participants will not be charged for the class unless it is rescheduled for a later date.

Our instructors, volunteers and horses work very hard to ensure that all of our participants are able to get the most out of each lesson. It is through your continued cooperation with our attendance and cancellation policies that we are able to do so. If you have any questions regarding the above information, please feel free to contact us at info@high-n-mighty.org.