



HORSE RIDING LESSON POLICIES

1. TERM DATES 2020

- Term 1: Tuesday, 4 February – Friday, 3 April
Term 2: Monday, 20 April – Saturday, 27 June
Term 3: Monday, 13 July – Friday, 18 September
Term 4: Tuesday, 6 October – Friday, 11 December

2. DEBTOR ACCOUNT

- 2.1. For every riding school student, Trevena Glen maintains a debtor account in our accounting system where invoices and credits are recorded against the name of the customer (typically the parent or guardian of the student **not the student name**).
- 2.2. The riding school horse-riding lessons are billed/invoiced each term and payment is required in advance which allows us to plan consistent time slots with specific coaches. No refund or credit is provided for absence by the student (as the coach is often on site anyway), however in case of Trevena Glen staff cancelling the lesson we DO apply a credit of that lesson to the account. This policy provides a good balance between offering our coaching staff a consistent and regular income, whilst providing a consistent learning environment for our students and keeping our overhead costs and subsequent tuition fees as low as possible.
- 2.3. In order to clarify the position of an account in regards to invoices and credits, a **statement** can be issued which covers a period of time and shows invoices, credits, and payments over that time along with the balance of the account at the end of the period representing the amount **to be paid** or **owing to** the customer. If you have any queries about your account, please request a statement (send an email to accounts@trevenaglen.com.au) so that you can reconcile the amount owing as stated in your invoice email.

3. INVOICE AND PAYMENT FOR TERM FEES

- 3.1. Term fees are payable in advance.
- 3.2. An invoice for a term of tuition is based on the anticipated or planned number of lessons for the term with a specific coach (rates may vary depending on the experience level of the coach).
- 3.3. The charge (for services to be provided), when paid, essentially “books” a specific time slot each week for the term. If payment has not been received by the due date (typically within **2 weeks** prior to start of lessons) then your position and regular lesson time may be made available for other customers to book. Prompt payment is recommended to ensure continuity of a customer’s current lesson time.
- 3.4. When an invoice is issued, it is normally attached to an email which includes the full amount of the invoice along with the **balance to pay**, taking into account any credits on the account. It is important to take note of the difference and **only pay us** the amount outstanding.
- 3.5. It is also important not to do your own calculations and pay what you think you owe as this may jeopardise your prompt payment discount. If you have any questions on your account, please request a statement via email or send your query to accounts@trevenaglen.com.au.
- 3.6. Please advise us (**by email**) as soon as you know you are not wanting to continue lessons as this will assist us in planning and avoid unnecessary administrative work in issuing the invoice and then a subsequent credit. Refer to section 7 for additional cancellation terms.
- 3.7. When paying by direct credit to our bank account, it is **critical** to include the **relevant** invoice number in the payment reference. Often the payer surname is either not included in the bank statement provided to us, or is different to the surname on the account. Student names are also not



easy to trace in the accounting system. A generic description like “riding lessons” does not enable us to allocate payment to the appropriate account.

- 3.8. **Public & School holidays:** Trevena Glen is closed during these periods for weekly horse riding lessons. Dependent on riding ability, students are provided invitations to participate in holiday activities or competition riding squads.

4. PROMPT PAYMENT DISCOUNT

- 4.1. When an invoice is issued (typically a number of weeks before the beginning of the term), a prompt payment discount **may** be offered. Please note that:
- 4.2. It is offered as an incentive to pay the invoice **on or before** the due date. Prompt payment not only provides you (the customer) the opportunity to lock in the lesson timeslot offered, but also allows us to ensure the time-table can be planned well in advance of term lessons commencing, **and**
- 4.3. It is offered at the discretion of Trevena Glen – typically 5% of the total invoice. It may **not** be offered to customers who have a history of late payment.

5. LESSON CREDITS

- 5.1. In the case of wet/very hot weather or illness on behalf of Trevena Glen staff, a credit will be provided **only** when Trevena Glen has agreed and notified the customer of a lesson cancellation. Trevena Glen reserves the right to allocate an alternative staff member in the case of illness or staff member transition.
- 5.2. **Non-attendance** does not qualify a customer for a make-up lesson, refund, transfer, credit or exchange against fees paid. The customer is securing a portion of time with a specific coach each week for your child.
- 5.3. There are no make ups, credits, transfer of fees or refunds in the result of any non-attendance and cancellation of lessons. Notification is appreciated if you cannot attend a lesson.
- 5.4. **Notification of absence procedure;** Trevena Glen must be notified if students are absent for more than 2 lessons in succession. Student lesson time may be reallocated and forfeited if we are not advised. Regular attendance is crucial as the progress of students’ continually missing classes will ultimately be affected.
- 5.5. In the event of a lesson credit being applied, a credit note is raised in our accounting system but will **not** necessarily be sent to the customer. Typically it is assumed that students will be staying on and would therefore normally be applied to the **next** invoice (following term). If a student does not continue, then it can normally be paid out as credit to the customer when they advise us they are not continuing and supply us with their bank details.
- 5.6. Any credits which are applied **late** in the term may **not** be reflected on the next immediate invoice (if they have already been issued). You will not lose out as they will be applied to your account and either be applied to a subsequent invoice or be paid out to you if you wish to cease. Please request a statement if there are any concerns.

6. RISK OF LOSS, INCIDENT & LIABILITY

- 6.1. Effective upon entry to the property the student or parent on behalf of the student (if they are a minor by law) are liable all expenses related to any accident, illness, or other peril that may occur as a result of their actions and/or including death or permanent disability of animals and other persons and damage to property. Please refer to the “conditions of entry” via the link below:
<http://doc.grookea.net.au/docview.php?ref=3206&ver=~>
- 6.2. In the event of an incident the student will be required to assist the instructor in completion of an incident management report.



- 6.3. It is requirement that each student or parent on behalf of the student (if they are a minor by law) sign the indemnity form prior to commencing lessons. Please refer to the following link:
<http://doc.grookea.net.au/docview.php?ref=1008&ver=~>
- 6.4. Any pre-existing medical conditions of the student (asthma, allergies, etc.) **MUST** be communicated (**by email**) to Trevena Glen along with the recommended treatment plan.

7. TERMINATION

- 7.1. In the event of a safety breach where the instructor's verbal direction has been disregarded; the instructor shall have the right to terminate a lesson upon which the breaching party will forfeit the remaining lesson time.
- 7.2. In the event of repeated safety breaches over multiple weeks or within the same session, the instructor shall have the right to discontinue a student's lessons effective immediately. These fees are not refundable or transferable upon discontinuation on this basis.
- 7.3. Two weeks' notice is required (**by email**) if a student will be discontinuing lessons. Term fees are not **refundable** or **transferable** if a student discontinues. Any applicable credits listed on the debtor account can be refunded upon request and subsequent to receiving the client's bank details.

8. LAW

- 8.1. The terms of this Agreement and disputes developing thereunder shall be enforced and construed in accordance with the law.
- 8.2. This Agreement shall be governed by the laws of the Commonwealth of Australia. Any legal action must be brought in the state of Queensland, provided however, the parties agree to the required Mediation and Arbitration of any disputes relating to this transaction.

STUDENT/PARENT'S Name & Signature

STUDENT/PARENT'S Address & Telephone