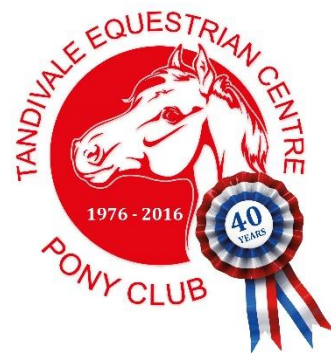


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Booking & Payment Policy

Effective from 1 December 2016

Term Bookings: Group Lessons & Semi-Private Lessons

- Lessons are purchased in a block of sequential weeks determined by the Victorian school term dates (Term Bookings/Term Enrolments).
- Students are allocated to a class scheduled for a certain day and time, and are expected to attend their lesson each week or fortnight, as applicable, for the duration of the term.
- Term Bookings must be paid in full by the dates specified, or by agreed instalments offered from time to time.
- No refunds are provided to students who cancel a Term Booking once the term has commenced.
- Students whose accounts are in arrears may not be allowed to participate in activities until their account is resolved.
- Students providing a medical certificate for an absence are entitled to one (1) lesson credit per term. Tandivale applies best efforts to offer students classes that are similar in format and content to the student's regular class, subject to availability.
- Students purchasing less than the full term of lessons are not entitled to a lesson credit.
- The onus is on the student to make use of the lesson credit.
- Lesson credits cannot be carried over to the next booking period (Term or Holiday Program) and may not be used to attend special events, eg. Gymkhana.
- Lesson credits are not available to students whose accounts are in arrears.
- No refunds are available for missed classes, including where lesson credits were unable to be used for any reason.
- Short-payment for missed lessons is not accepted.

Term Bookings: Private Lessons

- Tandivale will apply best efforts to reschedule private lessons with <48 hours notice by the student, subject to availability. One (1) reschedule opportunity is available per term. The reschedule day/time offered may be a semi-private or group lesson, whichever is available, with no adjustment to price.
- No refunds are available for missed lessons, including where a reschedule was unable to be arranged, for any reason.

Casual Bookings: Private and Semi-Private Lessons

- Payment must be received at least 1 week prior to the booking.
- Payment is forfeited for lessons cancelled with less than 48 hours notice.

Holiday Program

- Payment is forfeited for bookings cancelled with less than 24 hours notice.
- Bookings cancelled within 48 hours of the scheduled date are subject to a \$50 cancellation fee.

Birthday Parties

- Parties cancelled within 1 week of the scheduled date are subject to a \$75 cancellation fee.

Waiting List

- A deposit equivalent to the casual rate is required to accompany waiting list applications (optional).
- Once a place is offered and accepted the enrolment fee (minus the deposit) is payable prior to or on the first scheduled attendance.
- The deposit is forfeited if the placement offer is declined.
- The deposit will be refunded on request if Tandivale is unable to offer a place within 6 months.

Payment Options

In person: Cheque, EFT/cash, Visa and Mastercard.

By phone or credit card authorisation form: Visa and Mastercard.

By mail: Cheques payable to 'Tandivale Equestrian Centre'

Direct debit: BSB 033005, account 399699. Use student's surname as the transaction reference.