



BUKIT TIMAH SADDLE CLUB

1 Turf Club Avenue, Stable 113 & 116, Singapore 738078
Tel: 6466 2264 Email: ridingschool@btsc.org.sg

Cancellation Policy for Lessons

- **To Cancel a Lesson** (Private, Semi-Private or Group), **2 weeks notice** of cancellation prior to the lesson is required in writing to ridingschool@btsc.org.sg. If 2 weeks notice is not provided, the full lesson fee will apply.
- **Rider Illness:** Riders who miss a lesson due to illness will have to provide a medical certificate in order for BTSC to waive the lesson fee. Failure to provide a medical certificate for the day of missed lesson will result in the full lesson fee being applied.
- **Late for Lessons Policy:** Riders who are 15 minutes or more late for their lessons may be respectfully declined from joining the lesson. Riders who are late for their scheduled lesson disrupt the lesson plan of the instructor and it is unfair to interrupt the other clients who have showed up for the lesson on time.
- **Bad Weather:** If a horse riding lesson cannot proceed due to adverse weather conditions (e.g. rain, thunder, lightning), BTSC will offer a stable management lesson instead and the full lesson fee will apply. These stable management lessons are obligatory for all lesson types (Private, Semi-Private, Group) and will be focused on the BHS Horse Care and Stable Management exams for all riders 15 years and above. For riders under the age of 15 years, the lessons will focus on the Pony Club Horse Care exams. All stable management lessons will be recorded by the Riding School Office and instructors will ensure that the lessons are varied and educational. All riders will be expected to work towards taking the BHS Horse Care or Pony Club Horse Care exams. If a rider does not turn up for a lesson because of adverse weather conditions, a full lesson fee will be charged.
- **Lame Horse:** For customers taking lessons on privately owned horses, no lesson fee will be charged in the event that the instructor deems the horse unsound or unfit to take part in the lesson. This decision is at the discretion of the instructor.
- **Changes to Schedule / Discontinuation of Lessons:** If you wish to discontinue your scheduled lessons entirely, or make any changes to your lesson timing, please give 2 weeks notice in writing to ridingschool@btsc.org.sg. If a rider does not show up for lessons for 2 weeks in a row without notice, the full lesson fees will be applied and the time slot will be given to the next rider on the waiting list.
- **Cancellation of lessons by BTSC:** BTSC reserves the right to cancel a lesson at short notice due to unforeseen or other circumstances. In the case where BTSC cancels a lesson, there will be no lesson charge to the rider.