



Trinity Valley Lesson Booking and Payment Policy

TERM-CLIENTS

- “Term-client” refers to a client who commits to 10 weekly or 5 fortnightly lessons and receives a discounted price rate per lesson.
- Payment for term-lessons will be invoiced and sent out via email prior to the beginning of term (where possible).
- Term-lessons must be paid for in full by the invoice due date (approximately 7 days from the invoice being raised).
- Regular payment schedules may be offered if full payment cannot be made.*
- If payment is not received by the due date, a reminder notice will be sent by email to the client.
- If payment is still not received, within 7 days, after the reminder notice, a client’s booking may be cancelled and the lesson space may be offered to someone else.
- If a term-client cancels their lessons during the term a refund will not be given.
- For lesson postponements due to holidays, sickness, severe weather etc., please refer to our Absence and Weather policies.

* At the discretion of Trinity Valley Management

* “We/our” refers to Trinity Valley



Trinity Valley Absence Policy

- Trinity Valley requires a minimum of 24 hours' notice for **any** absence from weekly/fortnightly term-rate, casual-rate and holiday programmes in order for the client to be put on the waiting list for a 'catch-up' lesson.
- Catch-up lessons may only be available if there is an alternative space available due to another client's absence or by special arrangement*.
- Catch-up lessons are limited to 2 per client per term.*
- Clients may be offered a different day and time to that of their usual lesson. If a client is unable to attend the offered alternative day/time, another catch-up lesson day may not be offered*.
- If a client fails to attend their lesson/holiday programme on their usual day, without notification of absence, a catch-up lesson will not be arranged. Exceptions may be made if notification is made later in cases of traffic delays and emergency situations that are beyond the client's control*.
- A catch-up lesson will be arranged if a regular lesson falls on a national public holiday and Trinity Valley is closed.
- A catch-up lesson will be arranged if a lesson cannot be held due to staff shortage, staff absence or barn closure.
- Trinity Valley does not refund or credit for missed lessons unless there are extenuating circumstances*.
- If a client chooses not to come for their lesson/holiday programme on a wet day, a catch-up lesson will not be offered.

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Trinity Valley Weather Policy

- When it is wet and/or windy, unless it is deemed to be unsafe at Trinity Valley*, term-rate lessons, casual lessons and holiday programmes will not be postponed.
- If riding is not possible on the lesson day due to wet weather, we offer alternatives that may include horsemanship, stable work and horse care in our arena, stables or tack room.
- If a client chooses not to come for their lesson/holiday programme on a wet day, a catch-up lesson will not be offered.
- Trinity Valley will offer a catch-up lesson for wet and/or windy days if we postpone lessons.
- Weather conditions at the rural location of the property can vary significantly from Tauranga city weather. We will endeavour to notify clients with as much notice as possible if postponements need to be made in very bad weather on lesson day.
- Clients should ensure they have appropriate clothing available for wet weather – ideally a waterproof jacket (water-proof pants and gloves are optional). Trinity Valley takes no responsibility if a client doesn't have these items.
- Clients should wear appropriate protective clothing in hot, sunny weather. We advise clients to wear clothing that covers shoulders and offers protection against sunburn – **please do not wear shorts for riding** as saddles and strapping can cause skin chaffing and bruising.
- Sunscreen is available for client use.
- Clients should bring a water-bottle for hydration on hot days.
- In very hot, sunny weather, we offer lessons in our paddocks which are cooler than the arena area. This is for the welfare of the horses, staff and clients.
- Volunteers for holiday programmes must wear a hat for sun protection.

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Trinity Valley Social Media Photography/Video Policy for Clients

- Photographs and video of clients at Trinity Valley may be taken for private and personal use only.
- The public sharing of photographs and video, taken at Trinity Valley, for social media purposes, is not allowed without prior consent from Trinity Valley management.
- The sharing of photographs and video, taken at Trinity Valley, for projects e.g., school projects, course projects, is not allowed without prior consent from Trinity Valley management.
- The name of our business 'Trinity Valley' must not be made public on social media without prior consent from Trinity Valley.
- The names of our horses and animals must not be made public on social media without prior consent from Trinity Valley.
- The names of our staff and clients must not be made public on social media without prior consent from Trinity Valley and clients.
- Social media content, that does not have permission to be uploaded, will be required to be deleted. Trinity Valley will contact anyone who does this.
- If unauthorised social media content is not deleted within 24 hours, the client will be asked to leave Trinity Valley.