



CANCELLATION POLICY

Your lesson time is valuable and has been reserved specifically for you. If you need to cancel for any reason please call or text your instructor or call the office at (815) 475-4035 as soon as possible before your lesson time. If you are a no show/no call for your lesson that lesson is not eligible for the makeup week.

If you are a no show/no call for 2 consecutive weeks you will be removed off the schedule as we have a waiting list of riders wanting to schedule.

Ellis House will also contact you if we need to cancel lessons for any reason due to weather conditions or any type of emergency situations....please be sure you have a current phone number and/or email address on file with us.

MAKE UP LESSONS

When you are signed up for a lesson package, you are purchasing a weekly time slot. **You will be allowed ONE makeup lesson per 5 week session.**

If you have any questions or concerns, please don't hesitate to let us know!

Call: 815/475-4035 or email: Kmondrella@co.kendall.il.us

Sign: _____

Date: _____

Please sign and date to acknowledge that you have received and understand our updated cancellation policy.

Updated 8/1/2024

