



Monthly Automatic Billing Policy

February 2011

To improve service and provide a discount to our regular students, THH is offering the option of monthly automatic prepayment for lessons via credit card at a reduced cost per lesson. A rider must have ridden at least 3 weeks with THH to qualify for this program. Automatic prepayment entitles the student to one lesson per calendar week at their scheduled time. Available prepayment plans are:

\$150 per month for a weekly 1 hour lesson

This plan provides a \$30 discount for a 4-week month and a \$75 discount for a 5-week month – a savings of up to \$540 per year.

\$100 per month for a weekly 45 minute lesson

This plan provides a \$20 discount for a 4-week month and a \$50 discount for a 5-week month - a savings of up to \$360 per year.

Program details

- The automatic prepayment program reserves the student's scheduled lesson time each week. Lesson times may be rescheduled in advance by contacting the Executive Director, provided an appropriate alternate time slot is available.
- The credit card will be billed on the first business day of the month. Debit cards cannot be accepted.
- If you have an outstanding balance when you begin the automatic prepayment program, you will be requested to pay the balance immediately.
- There will be no refunds or rescheduling for student cancellations or no-shows.
- Holiday or weather cancellations may be rescheduled on a case by case basis with the Executive Director, normally within one week of the date of the cancellation. The opportunity to reschedule will be available for one month following the weather or holiday cancellation.
- Monthly billing may be canceled at any time with written notification that includes the name of the person whose credit card is being billed and the name of the student. Email may serve as written notification provided it is acknowledged by THH staff. Once the charge for the month has been billed, it will not be refunded. Written notice must be received 7 days prior to the end of a month to ensure the charge does not occur for the upcoming month. For example, to ensure that an account is not charged in the beginning of October for weekly lessons in October, written notification must be received by THH by 23 September.