



REFUND AND CANCELLATION POLICY

1. The Chesapeake Harley-Davidson Riding Academy (CHDRA) allows customers to enroll online for a limited time without payment.
2. CHDRA notifies customers with a payment due date, usually by email or text.
3. CHDRA may withdraw customers from the course if payment is not made by cash or credit card by the payment due date.
4. Once the course fee has been paid, CHDRA does not offer refunds. If a customer notifies the Riding Academy Manager prior to the start of class that he/she is unable to attend the scheduled class, CHDRA may, at the discretion of the Riding Academy Manager, reschedule the customer into another class at no additional charge during the current riding season. This depends on seat availability. Once the current riding season ends the customer will forfeit the cost of the course.
5. CHDRA may hold credit card information for discounted course promotions. If a customer cancels before the class begins, or any day after, CHDRA reserves the right to bill the customer's credit card for the full amount of the course.
6. If a customer arrives to class later than the start time designated by the RiderCoach the customer will be withdrawn from the class and no rescheduled classes or refund will be provided. This includes being late after a break during the class.
7. If a customer fails to attend any part of the class, the customer will be considered withdrawn from the class and no rescheduled classes or refund will be provided.
8. If a customer leaves or sits out any scheduled exercise or classroom unit for any reason, the customer will be considered withdrawn from the course by the RiderCoach and no rescheduled classes or refund will be provided.
9. Riding a motorcycle can be dangerous. If a customer is performing poorly and a danger to self or others, the RiderCoach may withdraw the customer from the course. A customer may also voluntarily withdraw from the course if too uncomfortable enough to continue.
10. If a customer withdraws from a license class voluntarily or involuntarily, CHDRA may, at the discretion of the Riding Academy Manager, offer enrollment into private Skill Enhancement Sessions, each session at half the cost of the original license course, until a RiderCoach approves the customer for another license course. Customers need to retake the license course during the same calendar year to earn a license waiver. CHDRA will offer the license course at a discounted fee of half the course tuition.
11. CHDRA reserves the right to cancel classes without prior notice for any reason, including unsafe weather conditions. CHDRA will contact customers registered for a cancelled class to help them reschedule into a later class. Signature indicates I have read, understand, and agree to the above terms.

Print Name

Date

Sign Name

