



CANCELLATION POLICY

The Kendall County Forest Preserve District and Ellis Equestrian Center thank you for your support.

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 main office at (815) 475-4035 as soon as possible before your lesson time.

If you are a no-call / no-show for your lesson, that lesson is not eligible for rescheduling during the makeup week.

If you are a no-call / no-show for 2-consecutive weeks you will be removed from the schedule.

Ellis Equestrian Center staff will contact you directly if there is a need to cancel your lesson(s) for any reason including hazardous weather conditions, or other emergency situations. Please keep your file updated with your current phone number and email address.

MAKEUP 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 each 5-week session.**

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

Call: 815/475-4035 or email: ellisequestrian@kendallcountyil.gov

Sign: _____

Date: _____

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

Updated 1/29/2025

