

Terms & Conditions – Online Lesson Packages

Last updated: 12/3/2025

Welcome to Greg Eliel Horsemanship. These Terms & Conditions apply to all purchases of Online Lesson Packages made through our website. By purchasing a lesson package, you agree to the following policies.

1. Eligibility

- Riders must have signed the Greg Eliel HLL Liability Waiver.
- Online lessons are available to riders **14 years of age or older**.
- Riders must be able to **communicate effectively in English** during instruction.
- Riders under 18 years old must have a parent or guardian present and provided consent via liability waiver.
- We reserve the right to decline lessons for safety or communication concerns.

2. Package Purchase & Payment

- Payment is required **in full at the time of purchase**.
- Discounts, promotions, and holiday specials apply only at the time of purchase and cannot be added retroactively.
- All lesson packages are **non-refundable**.
- Unused lessons may be **transferred to another eligible rider**, but may not be resold.

3. Lesson Scheduling

- All lessons must be scheduled in advance directly with our office.
- Lessons within a package may be booked individually.
- Lesson packages must be used within **12 months** of the purchase date unless otherwise specified.

4. Cancellation & Rescheduling

- Cancellations or rescheduling requests must be submitted **a minimum of 24 hours prior** to the scheduled lesson.
- Cancellations made within 24 hours and no-shows will be charged in full and deducted from the lesson package.

- If Greg must cancel or reschedule, the lesson will be moved at no additional cost.

5. Lesson Format & Requirements

Online lessons may be conducted through:

- **Pivo**
- **Zoom / FaceTime / Skype / Teams / Etc. Client to provide platform.**
- **Recorded Video Review**

Riders are responsible for:

- Reliable internet or cell service
- A safe riding and working environment
- Camera, phone, or Pivo setup prior to the lesson
- Arriving online on time and ready to begin

If Greg determines that a rider's setup is unsafe, inappropriate, or technically unworkable, he may end or reschedule the session at his discretion.

6. Technical Difficulties

- If technical issues occur within the first **10 minutes**, the session will be rescheduled at no charge.
- If issues occur after the first 10 minutes, Greg will determine whether a prorated credit or reschedule is appropriate.

7. Safety & Responsibility

- Horseback riding involves inherent risks.
- By purchasing and participating in online lessons, the rider acknowledges responsibility for their own safety and the safety of their horse.
- Riders must ensure an appropriate training environment, footing, and equipment.
- Greg may end a session if he determines conditions to be unsafe; remaining time may be rescheduled at his discretion.

8. Video Review Lessons

For riders choosing recorded video feedback:

- Videos must be **5-10 minutes**, continuous (not edited), and clearly show horse and rider if applicable.
- Feedback will be provided at a scheduled time via Zoom / FaceTime / Skype / Teams / Etc. Client to provide platform.
- Each video review counts as **one lesson** from the purchased package.

9. Refunds

- No refunds are provided for completed lessons, missed sessions, or partially used packages.
- Refunds are only issued if Greg cancels and is unable to reschedule the session.

10. Changes to Terms

We reserve the right to update or modify these Terms & Conditions at any time. Any changes will be posted on this page with an updated revision date.