

## 2019 RIDING ACADEMY REFUND POLICY

At Harley-Davidson of Madison we are committed to working with each and every individual to ensure that Riding Academy is a safe and positive experience. Learning to ride a motorcycle can seem to be an intimidating task at first, but the training process is designed to start slowly and use a building block approach to develop foundational skills to allow the successful individual to ride a motorcycle safely. There may be occasion where the student or the Dealership may need to reschedule a class. In those rare instances the following policies apply:

- **All requests for cancellation or class reschedule will incur a fee of \$75, which must be paid before item will be processed.**
- If the student needs to *reschedule* class every effort will be made to work with the student, if there are more than (14) calendar days before the first scheduled day of class.
- If *cancelled* by student within (14) calendar days of the first scheduled day of class – there is no refund
- If *rescheduled* by student within (14) calendar days of the first scheduled day of class, a \$75 administration charge will be assessed before re-enrollment is processed (but not within 3 calendar days of the scheduled first day of class, see last bullet point)
- If student is unable to attend all class sessions as scheduled – there is no refund
- If class is *rescheduled by dealership* within (14) calendar days of first scheduled day of class a full refund or rescheduling will be offered
- If class is *cancelled by dealership* within (14) calendar days of first scheduled day of class a full refund or reschedule will be offered
- ***There will be no refunds for ANY change (cancellation or reschedule) to a schedule made by a student within (3) days of the first scheduled day of class***

This policy was revised May 13, 2019 and supersedes all previous refund policies.