

## **2018 RIDING ACADEMY REFUND POLICY**

At Harley-Davidson Shop of Winona, we strive to work with each and every student to ensure that they have a safe and positive learning experience. Learning to ride a motorcycle is filled with new concepts and skills. The training method is designed, using a building block approach, to allow individuals to start at a slow pace and develop the skills and knowledge needed to be able to ride a motorcycle safely.

However, there may be occasion where the student or the Dealership may need to reschedule a class. In those rare instances the following policies apply:

### **Reschedule at the request of the Student:**

- If the student requests to reschedule class more than fourteen (14) calendar days before the first scheduled day of class: we will make every effort to work with the student to reschedule.
- If rescheduled by student within fourteen (14) calendar days of the first scheduled day of class, a \$50 administration charge will be assessed before reenrollment (if available) is processed.

### **Cancel at the request of the Student:**

- If cancelled by student more than fourteen (14) calendar days before the first scheduled day of class – there will be a full refund.
- If cancelled by student within fourteen (14) calendar days of the first scheduled day of class – there is no refund
- If student is unable to attend all class sessions as scheduled – there is no refund

### **At the action of the Dealership:**

- If class is rescheduled by dealership within fourteen (14) calendar days before the first scheduled day of class a full refund or rescheduling will be offered
- If class is cancelled by dealership within fourteen (14) calendar days of first scheduled day of class a full refund or reschedule (if available) will be offered.