

HARLEY-DAVIDSON OF MADISON **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 slow. The program uses a building block approach to develop foundational skills to allow the successful individual to ride a motorcycle safely. There may be occasion when a student or the Dealership may need to reschedule a class. In those rare instances the following policies will apply:

- All requests for cancellation or to reschedule a class will incur a fee of \$150, which must be paid before the item will be processed.
- If the student begins class, but for whatever reason is unable to attend all class sessions as scheduled – there is no refund.
- If the student needs to reschedule class and there are more than ten (10) business days before the first scheduled day of class, a \$150 fee will be incurred by the student.
- If cancelled or rescheduled by the student within ten (10) business days of the first scheduled day of class – there will be no refund.

Dealership Reschedule or Cancellations

- If class is rescheduled or cancelled by the dealership within (14) calendar days of the first scheduled day of class, a full refund or opportunity to reschedule will be offered.

COVID-19 Pandemic

Due to the COVID-19 pandemic, measures will be taken in accordance with the CDC guidelines and Dane County ordinances. This may result in cancelled classes.

The Riding Academy Manager will contact the student by the email address they provided in registration to assure those in the cancelled class that they can either reschedule to a later class (for no charge) or receive a full refund. The student will NOT be automatically placed in a new class – there must be arrangements made between the Riding Academy Manager and the student.

Thank you for your patience and understanding during this unprecedented time.