

## 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:

- 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 \$50 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 July 21<sup>st</sup>, 2017 and supersedes all previous refund policies.