

2020 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 \$75, which must be paid before the item will be processed.
- If 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 (7) calendar days before the first scheduled day of class, a \$75 fee will be incurred by the student.
- If **cancelled or rescheduled** by student *within* (7) calendar 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.
- This policy was revised November 12, 2019 and supersedes all previous refund policies.