

ATTENDANCE AND INCLEMENT WEATHER POLICY

PLEASE LET US KNOW AS SOON AS POSSIBLE IF A RIDER IS SICK THE DAY OF HIS/HER LESSON. We have dedicated volunteers and staff scheduled for each rider who must be notified in the event of a cancellation.

Excused Absences

An excused absence will be given if the rider is sick or has a family emergency. Excused absences are eligible for a make up class. It is the responsibility of the rider or parent to schedule the make up by calling the office. Excused absences are eligible to be made up within 4 weeks of the absence.

Unexcused Absences

An unexcused absence will be given for missed classes due to circumstances other than those listed above. Unexcused absences are not eligible for a make up class.

No-Shows

A “no-show” is given if a rider does not show up for class without prior notice. A “no-show” is also given if a rider calls with less than an hour notice before class begins. Three or more “no-shows” within two months is grounds for dismissal from the program and the rider’s spot will be given to someone on the waiting list.

Inclement Weather

If Winston-Salem/Forsyth County Schools are closed due to inclement weather, Riverwood will not have class. If schools are delayed, or excused early, please call Riverwood to check on class status. Any canceled classes will be made up and you will be notified of a make up schedule by the Riverwood staff. Monetary credits will be made to your account only in the event a canceled class is not scheduled for make up by Riverwood.