

## LESSON POLICIES AND PROCEDURES

### 24 HOUR - CANCELLATION POLICY:

**Equest Farm requires 24-hour notice for cancellation of a lesson or you will be charged the full amount. No exceptions.**

Our equestrian program is based on efficiency and coordination not only of instructors and students but on horse availability. When you schedule a regular weekly lesson with your or your child's instructor, you or your child is assigned a horse which is tacked up and ready when you arrive. This time slot is reserved for you on a weekly basis and is unavailable for other customers. When you **"no show"** or **cancel at the last minute**, we are unable to fill that reservation with another rider, and often have the horse and the instructor standing there waiting for you.

**In order to be guaranteed a weekly lesson time you will have to purchase a lesson package.**

We have had to adopt this new policy because our lesson program has grown incrementally, and we are turning away new business to accommodate our regular customers. Therefore, you will be charged for "no shows" and late cancels.

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I, \_\_\_\_\_ have read Equest Farm's 24-hour cancellation policy and agree to pay for the lesson scheduled if I do not cancel within the 24 hours.

Signature: \_\_\_\_\_

Name printed: \_\_\_\_\_ Date: \_\_\_\_\_

I, \_\_\_\_\_ the parent of \_\_\_\_\_ have read Equest Farm's 24-hour cancellation policy and agree to pay for the lesson scheduled if I do not cancel my child's lesson within the 24 hours.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name printed: \_\_\_\_\_ Student: \_\_\_\_\_

# PROCEDURES

## ATTIRE:

The following attire is required to ride a horse:

- Sturdy boots or paddock boots with a ½ or 1 inch heel
- Riding helmet- FEI approved
- Long pants, jeans or riding breeches
- Optional: half chaps which give added security and protection

For an evaluation lesson, the customer can borrow a helmet and pair of boots.

Once you sign up for lessons you will be required to have your own boots and helmet. We have a tack shop on the premise called **Tack in the Park** where you can purchase the above items.

## LESSON TIMES:

Please arrive early for your lesson.

- **For an evaluation lesson**, allow 30 prior to the lesson to fill out the necessary waiver, cancellation policy and to be fitted for a helmet and boots.
- **For a regular lesson**, arrive 20 minutes early to assist in tacking your horse and prepare to stay 20 minutes later to assist with un-tacking and cooling your horse.
- In the event that several students in an hour group lesson cancel, the hour long lesson may be shortened to prevent rider and horse fatigue. ( 3 riders, 45 minutes, 1 or 2 riders, 30 minutes)
- **If you arrive late, your time in the saddle will be shortened. The lesson will not be extended because you did not get there on time.**

## INCLEMENT WEATHER:

- In the event that there are weather conditions that will prevent safe riding, our office will call you to cancel or reschedule your lesson.
- **You will not be charged for lessons cancelled by the riding school due to weather.**
- If you do not receive a call from the office regarding a weather cancellation, you may assume that lessons will go ahead as planned.
- Lil' Bits lessons are held rain or shine as they alternate barn lessons with riding. If it rains, the lesson becomes a barn lesson.

## HORSE ASSIGNMENTS:

- Horses are assigned based on the size and skill levels of the rider. The riding school director assigns a horse based on availability and suitability.
- Students may not choose their own horses but may make requests.
- The policy of the school is to have a student ride the same horse at least 3 times before he/she is changed unless it is deemed a "bad match" by the instructor and director.