

# EQUI-VENTURE EQUESTRIAN CENTRE



## PROGRAM POLICIES

### *PURPOSE of our LESSON & PROGRAM POLICIES*

*Our Stable Rules deal more with safety issues, good horsemanship, client courtesy, health concerns for horses and people, proper horse care and stable management. Our Program Policies deal more with the business side. While we want our clients to have fun, relax, make friends, and develop excellent horsemanship skills; they need to realize that **EQUI-VENTURE EQUESTRIAN CENTRE is a business.***

*Our equine friends that bring such joy and pleasure to so many clients, need to be properly cared for. Horses need hay, grain, water, shelter, bedding, tack / equipment, as well as routine and emergency care from professionals like the veterinarian, equine dentist and farrier. Insurances and salaries must be paid. The property's payment must be met and the property's maintenance must be performed with vehicles and farm equipment. Then there is the fuel needed for the operation of these vehicles and tractors. And of course, there are always the phone and electric bills. These items are just some of the bare minimum payments that **every** stable needs to pay out. And these bills must get paid whether or not a boarder pays their bill on time, or a student / participant decides to skip a few lessons / activities.*

*Just like all organizations and businesses, we also need guidelines or policies in order to operate smoothly. Members and clients can clearly know what their responsibilities are. These requirements also help ensure that a budget can be maintained. We are able to keep our lesson and program fees low and affordable because of our policies. Our policies also:*

- ❖ help to avoid misunderstandings*
- ❖ deal with additional safety issues concerning our clients and horses*
- ❖ help us to maintain our budget to care for our equine friends*
- ❖ help provide a high standard of care for our deserving equine friends*
- ❖ provide continuity and consistency within our horsemanship levels and program curricula*
- ❖ help our clients develop into proper horsemen and horsewomen by requiring commitments for year round weekly lessons / program activities*

## **PLEASE NOTE:**

**EQUI-VENTURE will only accept students that are committed to taking at least one lesson each and every week, YEAR ROUND.** Our lesson program is too intense for students that show up sporadically.

**If you sign up for lessons at this stable, you are expected to be here at least weekly unless we cancel or reschedule.** Of course, vacation times and holidays are taken into consideration. Weather related closings or emergencies will be posted on the website and/or auto-texted to a client's cellphone.

**ALL lessons/ rides / program activities MUST be used during consecutive week periods,** unless there is a break in the schedule. (There will be exceptions for holidays or vacations as long as ample notice is provided.)

**ALL lessons/ rides / program activities are on a "Use it or Lose it" basis.** **None** will be carried over or saved.

**Proper cancellation notice according to our Program Policies is required or participants will be charged for any missed appointments. This applies to ALL payment options and plans.**

**Those students that take lessons in disciplines that have different phases, an/or are on an EVEC Show Team, will be required to take 2 lessons each week. These classes are: Eventing or Combined Training, Western Performance, and X-treme or Competitive Trail.**

Before enrolling for our lessons or programs, participants and / or their parents, if applicable, should read over our **Lesson Program** webpages and the rest of our Program Policies and then schedule an **orientation**. A **free Introductory Lesson** for beginners, or a **free** Evaluation Lesson for intermediate or advanced riders can be scheduled along with the orientation. After determining which class or program is best suited for the student or participant, the enrollment and registration can also be completed at that time.

An **established client** in good standing is one that has been a student / participant at EQUI-VENTURE for a minimum of six months with no history of missed and / or forfeited appointments AND no late payments.

To simplify bookkeeping, **all payments are due the Saturday before the first of the month or the Saturday before the next unpaid appointment.** A \$10 late fee will be applied for payments not received when due.

# SESSIONS

**We ride and teach year round.**

**Students / participants may enroll in our lessons / program activities at any time, even if a session has already started, and / or we are in the middle of or near the end of a session.** We are **always** accepting students at all ages (4 and up), levels and disciplines. We are **always** starting new classes and we are sure that we can find a suitable class for most students. Please refer to our Lesson Schedule for class times and days.

For the convenience of our clients and our billing, we have set up **2 month sessions** to simplify enrollments, registrations and Pre-Paid Program Packages.

**Payment for the session must be made in full the Saturday before the beginning of the session.**

**Students / participants may begin lessons or other programs at any point during the session.** The remaining session's pre-paid package fee will be prorated.

Please refer to our [website](#) for the session dates.

## **ENROLLMENTS & REGISTRATIONS**

*There will be a non-refundable enrollment fee for ALL programs at the start of each and every session. Just like the YMCA, karate and dance classes, youth football, gym memberships, etc.; we charge these fees for our sessions in order to help keep our lesson and other program rates low. These fees primarily help to cover the insurance needs of the participant.*

***There are limited spaces in our classes! Available horsemanship class time slots are filled on a first come, first served basis.*** This is determined by the client that first pays his / her account in full.

*Once registration begins for a new session, current Pre-Paid clients may register early to continue in the same class or move to empty spaces in other classes. This allows them the first choice for horsemanship class selections and times. **A non-refundable 25% deposit** of the Pre-Paid Package amount **reserves a selected time slot.** **The balance of the package is due the Saturday before the first appointment of the new session.***

- ❖ Registration for current students / participants that are **renewing a Pre-Paid Session Package** is **started 3 weeks before the next session's start date.***
- ❖ Registration for current students / participants that are **renewing a Pre-Paid Monthly Package** is **started 2 weeks before the next session's start date.***
- ❖ Registration for current students/participants that **are renewing a Pre-Paid Semester Package** is **started 4 weeks before the next semester's start date.***

***Open enrollment / registration for Pay-Weekly, other and/or new participants starts 1 week prior to the session start date.*** Registration will continue on a space-available basis.

***For those students / participants that may need Financial Assistance, please apply at least two (2) weeks prior to registration.***

*Every student / participant will fill out a [Participant Package, Liability Release](#) and must have a signed and notarized [Emergency Consent Form](#) on file by the first lesson / program activity.*

*Every student / participant will have a contract or Pre-Paid Program Package Agreement to sign prior to the first lesson / program activity.*

*If a student misses two lessons / program activities in a row, that student will automatically be dropped from the program. There will be no refunds for any unused plans or portions thereof. If the student wants to take lessons again, all fees from the prior session must be paid and the enrollment and registration process, including their fees, will start over.*

## PAYMENT OPTIONS

To simplify bookkeeping, ***all payments are due the Saturday before the first of the month or the Saturday before the next unpaid appointment*** (unless noted otherwise on a sign-up sheet or announcement). ***A \$10 late fee will be applied for payments not received when due.***

***ALL NEW AND NON-ESTABLISHED STUDENTS / PARTICIPANTS WILL HAVE TO PURCHASE PRE-PAID PROGRAM SESSION PACKAGES***, unless they have applied for and been approved for any available financial assistance. Other organizations like the YMCA, ballet and karate classes, youth sports, gym memberships, clubs and the like, also require upfront payment for their program(s).

***All package payments must be made by the due date (or if applicable, prior to the next unpaid appointment)*** or the student / participant will not be allowed to participate in the appointment. That appointment will then be counted as missed and the missed appointment fee will automatically be taken out of the Pre-Paid Program Package payment once it is received.

***PRE-PAID PROGRAM PACKAGES*** Participants pay in advance for the number of appointments scheduled for each month. The more lessons / program activities that are pre-paid for by the student / participant, the greater the savings! We offer the following Pre-Paid Program Packages:

- 1. The PRE-PAID SESSION PACKAGE*** allows the student / participant to save up to 10% on their program fees. The renewal of this package allows the student / participant to register for the preferred class two weeks sooner when enrollment begins for a new session. By using this package, the student also may be eligible for additional discounts and specials for other stable activities and/or programs.
- 2. The PRE-PAID MONTHLY PACKAGE*** has no discount and is available to:
  - ❖ ***established clients*** and is ***ONLY*** offered as a way to make two (2) installments for a session's program(s), or for those programs that run bi-weekly. If the package is for a weekly appointment; the first installment is due prior to the first lesson / program activity along with the enrollment / registration fee(s). The second installment is due the Saturday before the start of the fifth (5<sup>th</sup>) lesson / program activity.
  - ❖ ***new clients*** that are signing up for our program(s) after the session has already started. ***Students / participants may begin lessons or other programs at any point during the session.*** The remaining session's pre-paid package fee will be prorated accordingly and will be due the Saturday before the first lesson or program activity appointment.
    - ***Less than 8 weeks but more than 4 weeks left in the session:*** There will be a 5% discount courtesy on the remaining number of appointments in that session.
    - ***Less than 4 weeks remaining in the session:*** The Pay Weekly rate will be totaled and that amount will be due at registration.
- 3. PRE-PAID FAMILY PLAN:*** This plan is offered to families that have more than one family member that participates in weekly lessons / stable activities. A \$5 discount will be taken off each additional family member's weekly lesson / program activity fee. The appropriate pre-paid package discount will then be applied. The family may then make two (2) installments for a session. The first installment is due prior to the first lesson / program activity along with the enrollment / registration fee(s). The second installment is due no later than the Saturday before the fifth (5<sup>th</sup>) lesson / program activity. A contract will be signed.

- 4. PRE-PAID SEMESTER PACKAGE:** A semester consists of 3 consecutive sessions and allows the student / participant to save up to 25% on their program fees. Participants will pay for the number of appointments and enrollment fees that make up the semester. The renewal of this package allows the student / participant to register for the preferred class three weeks sooner when enrollment begins for a new semester / session. By using this package, the student also may be eligible for additional discounts and specials for other stable activities and/or programs.

**PAY-WEEKLY PLANS:** This option is NOT available to non-established clients. Due to the increase and / or to reduce the incidence of missed / cancelled and non-payments of lessons / program activities and other applicable fees, we will no longer offer a Pay-Weekly Plan to new and non-established clients without an approved Financial Assistance application. For anyone that is accepted for the Pay-Weekly option:

- ❖ The client must be in good standing.
- ❖ The Pay-Weekly option does not receive a discounted rate and some fees may be higher and / or additional fees may apply.
- ❖ The student / participant must sign a Pay-Weekly Agreement contract.
- ❖ **The appointment fee will be a weekly commitment. The student / participant is still required to pay weekly for any cancelled or missed appointments.**
- ❖ The student / participant must pay all enrollment / registration fee(s) for the session.
- ❖ The student / participant **must pay a non-refundable deposit equal to the amount of one lesson / program activity.** Should an appointment be missed or cancelled without 24-hour notice and a doctor's note not be provided, the missed appointment fee will automatically be taken out of this deposit. (**NOTE: The deposit is not used as a credit!**). A new non-refundable deposit will be required prior to the next appointment or the student / participant will not be able to participate and that appointment will also be considered as missed. There will be no participation allowed until the account is brought into good standing. Additional fees will apply for those that miss two (2) appointments in a row.
- ❖ If the student / participant re-enrolls in a consecutive lesson / same program activity in the following session and did not have any appointments considered as missed in the previous session, a new non-refundable deposit will not be required when registering for that consecutive session. If the student / participant did have one or more appointments considered as missed (for any reason) in the previous session, a new non-refundable deposit will be required at re-enrollment.
- ❖ **ALL Pay-Weekly payments are due no later than the Saturday before the appointment time. NO EXCEPTIONS.** It is not our policy to collect lesson / program activity fees at the time of the lesson / program activity. **If the payment is not made on time, an additional \$10 late fee will be due** and collected prior to the appointment or the student / participant will not participate and then that appointment will be considered as missed.
- ❖ We do allow clients that wish to pay extra, to have a credit. However, we do not allow the non-refundable deposit to be used as a "credit" for an unpaid lesson / program activity.

**FINANCIAL ASSISTANCE:** It is our goal to try to help everyone achieve their equi-ventures. Of course, funding will be decided according to our budget. If funding is available, we may be able to help with **confidential** financial help for lessons, stable activities, boarding and showing. We may be able to help with temporary, short term or long term financial needs. Additional information is available upon request.

## ***FEES for LESSONS / PROGRAM ACTIVITIES offered in SESSIONS***

### ***PRE-PAID PROGRAM PACKAGES***

***ENROLLMENT / REGISTRATION:*** \$25 (non-refundable)

***DEPOSIT:*** 25% of the entire session package (to be taken off the balance and is non-refundable)

***REMAINING BALANCE:*** The remaining balance of an entire Program Package must be paid in full before or on the Saturday prior to the start of the semester / session. If a Pre-Paid Monthly Package is used for a session, the first installment is due on or before the Saturday prior to the start of the session. The second installment is due on or before the Saturday before the fifth appointment.

### ***PAY-WEEKLY PLAN***

*(Only for those established clients that have been approved and those clients that have been accepted for any available Financial Assistance)*

***ENROLLMENT / REGISTRATION:*** \$25 (non-refundable)

***DEPOSIT:*** The deposit required will be equal to the amount of one lesson / program activity (non-refundable)

***BALANCE:*** Each appointment fee and any other applicable fee(s) must be paid before or on the Saturday before the appointment.

***NOTE:*** A weekly payment is still required for cancellations, rescheduling and missed appointments.

## ***FEES for STABLE ACTIVITIES***

*These types of fees apply for our periodic activities like our in-farm horse shows, stable socials, field trips, clinics, workshops, and clubs. The fees will be as stated on a program guide, sign-up sheet, brochure, webpage, newsletter or other type of announcement. If there are any enrollment fees, registration fees, office fees, deposits, entry fees, school horse or tack reservation fees, etc., these will be stated with the program / activity description as well. All of these types of fees will be collected according to the program / activity announcement.*

## **PAYMENTS**

***ALL payments (for lessons, practice rides, shows, activities, etc.) ARE DUE BEFORE THE APPOINTMENT OR ACTIVITY. NO EXCEPTIONS!*** Late fees will apply to ANY payment not received before the due date.

*Payments are accepted in the form of check, cash and money order. We will be happy to issue you a receipt.*

*Payments should be delivered to the manager and / or activity secretary. If they are not available, payments may be put in the security drop box. Cash payments left in the security drop box should be placed in an envelope labeled with the client's name, amount and what the payment is for.*

*A NSF fee of \$30 will be applied to any check returned for any reason. We also do not accept post dated checks.*

## **REFUNDS**

*EQUI-VENTURE does not refund lesson or program packages cancelled by the student / participant, except in the case of medical reasons and only when verified by a doctor's note.*

*If a package is terminated before it is completed by either the student / participant with a medical excuse or EQUI-VENTURE for acts of God or closure, then any calculation of a refund is based on all other prior lessons / program activities of the current package being charged at the non-package rate.*

*Credits for lessons, activities or classes will only be given if the stable cancels them.*

## ***EQUI-VENTURE RIGHT of REFUSAL***

*Under the below following conditions: no refunds will be given and / or services will be denied. These will count as missed appointments and will be charged accordingly.*

- ❖ *EQUI-VENTURE reserves the right to refuse service to anyone due to safety issues. (i.e. incorrect attire, excessive weight, suspicion of impairment, etc.)*
- ❖ *EQUI-VENTURE reserves the right to refuse service to anyone for inappropriate behavior to staff or other clients, excessive anxiety or language barrier, etc.*
- ❖ *EQUI-VENTURE reserves the right to refuse service to anyone for not obeying our Stable Rules. Please refer to our [Downloads Page](#).*
- ❖ *EQUI-VENTURE reserves the right to refuse service to anyone abusing or neglecting any animal.*
- ❖ *EQUI-VENTURE reserves the right to refuse service to anyone that has not completed required classes, or to anyone that has not made-up required cancelled or missed appointments, lesson material or assignments.*
- ❖ *EQUI-VENTURE reserves the right to refuse service to anyone arriving more than 10 minutes late for appointments and / or if a lesson / activity has already started.*
- ❖ *EQUI-VENTURE reserves the right to refuse service to anyone that forgot his / her payment or to anyone behind in payments or other fees until the account is brought into good standing.*

# ***EQUI-VENTURE SAFETY RESTRICTIONS***

*Please review our Stable Rules located on our [Downloads Page](#).*

*All minors must be accompanied by a parent or guardian while on EQUI-VENTURE property unless prior approval is given by the stable manager and there is an Emergency Consent Form on file.*

*No one under the age of sixteen that is unsupervised is allowed in an area where there are loose horses.*

*Safe and correct riding attire must be worn or the student / participant will not be allowed to participate and the appointment will be considered as missed.*

*The stable, and other areas where horses may be found, are considered HIGH RISK areas. Helmets and proper shoes / boots must be worn by everyone.*

# ***RIDING ATTIRE***

Please review our webpage and list of correct [riding attire](#) and additional policies and information concerning these matters.

***Please be properly dressed and prepared for riding. Safe and correct attire must be worn or the student / participant will not ride / participate and the appointment will be considered as missed. Every participant MUST have his / her own ASTM / SEI equestrian riding helmet, riding shoes or boots, suitable riding pants and jumping vest (if he / she jumps). NO EXCEPTIONS!***

***All riders, even adults, are required to wear an ASTM / SEI approved horseback riding helmet manufactured in the USA. These helmets are to be worn whenever one is in the presence of horses or where horses might be. We will provide helmets for Introductory Rides and Trail Rides. However, we can not guarantee a 100% proper fit.***

***Riding helmets may be rented if the participant does not have his / her own by the third riding lesson or if the participant has forgotten to bring one. The fee is \$5 for each lesson and is collectible prior to the lesson / program activity.***

***Jumping vests may be rented if the participant does not have his / her own by the third jumping lesson or if the participant has forgotten to bring one. The fee is \$5 for each lesson and is collectible prior to the lesson / program activity.***

***To prevent damage to our English saddles, no one in jeans will be allowed to ride in them. The appointment will be considered as missed.***

## ***TACK and EQUIPMENT***

*Safety is always a top priority. If a student / participant should notice a worn, cracked or broken area of tack, please point it out immediately to the stable manager or instructor.*

*ALL students / participants will learn how to inspect and properly fit tack as well as be expected to perform routine tack care after each ride. This is part of the lesson / program activity time.*

*All school and show horses are assigned their own:*

- ❖ Halter and lead rope*
- ❖ Grooming kit*
- ❖ Brushes and grooming aids*
- ❖ Misc. grooming supplies*
- ❖ Saddle pad(s)*
- ❖ Girths and cinches*
- ❖ Bridle(s)*
- ❖ Boots and bandages*

*EQUI-VENTURE saddles and equipment that are used for our lessons / program activities are chosen according to the training, fit and comfort of the horse and the student / participant. If the student / participant feels or sees that the saddle's and / or equipment's fit and comfort are in question, please point it out to the stable manager or the instructor immediately.*

*There are no guarantees for particular saddles or bridles used in our lesson program and stable activities. We are always making tack changes for the comfort of our horses and changes within groups. All requests will be considered but, are subject to changes due to: fit of the equipment for all of the horses being used at that time, rider needs in the group or lesson plan requirements. If a participant wants to be guaranteed a particular piece of equipment; he / she may purchase his/her own.*

*Any tack or equipment changes must be approved by the stable manager and / or the instructor.*

*ALL student / participant owned tack must be fitted and approved for use by the stable manager or the instructor. NOTE: We are very choosy concerning fit and comfort for our horses.*

*Please do not use the hole punch until the site is approved.*

*Tack rental (for shows, leases and other activities) is available and all tack must be approved and reserved.*

*Tack rental is available for those that use our personal and / or show equipment.*

## ***LESSON / PROGRAM ACTIVITY ARRIVAL***

*Upon arrival, students / participants should check-in with the instructor, stable manager and / or stable assistant.*

*Students / participants should then check the message boards and /or sign-up sheets for any information.*

*Checking the lesson message board will let the students / participant know which horse / pony, tack and equipment they are assigned. Also the board will let them know which arena or stable area their lesson / activity will be held.*

*Student / participants should turn in any assignments.*

*Students / participants or their parents if applicable, must check the status of their Pre-Paid Program Package or Pay-Weekly payment.*

*If a student / participant is under the age of sixteen, an assistant will help get his / her horse / pony from a turnout area and help locate any tack or equipment he / she will need.*

*If a student / participant is limited due to age or size, an assistant will help with grooming and tacking up. All other students / participants will be required to do this by themselves.*

*Please refer to our [lesson format](#) for additional information and details.*

## ***LESSON / PROGRAM ACTIVITY DEPARTURE***

*Students / participants need to **check-out with the instructor, stable manager or the stable assistant in regards to our procedures for after riding care for the horses**, turnout, cleaning and putting away tack and equipment, and cleaning up their grooming area.*

***ALL manure is to be picked up out of the arenas, roundpens, or rings.***

***ALL manure must be dumped in the designated areas only. NO manure is to be left in muck buckets or wheelbarrows.***

*Students / participants will be charged clean-up fees for incomplete procedures.*

*Unless contracted otherwise, all **students / participants will automatically be scheduled at the same lesson / program activity time the following week (or the next consecutive activity time), unless they tell the stable manager / instructor**. If a student / participant does not let the instructor / stable manager know he / she will not be at the appointment the following week (or the next consecutive activity time), or does not call to cancel with a 24-hour notice, he / she will be charged the missed appointment fee.*

*Lessons / program activities may be subject to change due to stable activities, shows, holidays, etc. Check the message board for information regarding to lesson / program activity appointment changes.*

*Students / participants must check with their instructor / stable manager to confirm the next appointment before they leave.*

*Students / participants should pick up reminder notices, completed assignments, calendars, etc. before leaving.*

*Please refer to our [lesson format](#) for additional information and details.*

# SCHOOL HORSES

*To ensure that their physical and mental well being is kept a top priority, every horse's work load and type of activities are closely monitored daily.*

***WEIGHT RESTRICTIONS:** For the safety and well being of our equine friends, there is a maximum weight restriction for riders that is equal to 20% of the horse's weight. This total weight restriction includes the weight of the tack as well. Also this weight restriction may vary according to the training, age, build, height, physical condition and the health of the horse. (This 20% is merely a guideline.) If a rider is overweight and/or weighs over 200 lbs., he or she may still be able to ride if a suitable size horse and tack / equipment can be provided. However, to help with rider security; the discipline will be limited to Western Pleasure only and the gaits will be limited to walk and trot / jog only. This is in accordance with our insurance regulations.*

*All school horses and tack will be assigned. Students / participants may use their own saddle or any other piece of tack only with instructor approval.*

*We will try to accommodate everyone's needs / preferences, but **we are unable to guarantee horse assignment and/or tack requests.***

*If a horse / rider combination is suited, we will to keep participants assigned to a particular horses until their skill level dictates otherwise. We do feel that it takes a while for a student / participant and a horse to get to know each other and we encourage student / participants to bond with (not spoil), their school horse. However, we will encourage and have student / participants try other horses and offer other riding disciplines.*

***Lesson / program activity appointments include time for preparation of any EVEC horse including but not limited to:***

- ❖ *Setting up the grooming area with grooming supplies and tack / equipment*
- ❖ *Bringing horse from the stall or turnout area to grooming area*
- ❖ *Grooming*
- ❖ *Tacking up*
- ❖ *Stretching*
- ❖ *Ground exercises*
- ❖ *Warming up*
- ❖ *Mounting*
- ❖ *Riding or other type of work session*
- ❖ *Cooling out*
- ❖ *Unmounting*
- ❖ *Untacking*
- ❖ *Hot walking*
- ❖ *Bathing if necessary*
- ❖ *Grooming*
- ❖ *Returning horse back to stall or turnout area*
- ❖ *Taking care of tack*
- ❖ *Properly putting away of tack / equipment*
- ❖ *Cleaning up area*
- ❖ *Picking up and dumping manure from arenas, round pens and rings*

*Remember, assistants are there to **help**, not do the student's / participant's responsibilities. Students / participants are responsible to clean up after their horse, clean their tack and to put ALL tack / equipment away properly. This is part of the lesson / program activity appointment.*

**IMPORTANT:** *As taught in our required Equi-Basics course, it is mandatory that students / participants pay special attention to the condition of their horse. Proper care of horses is part of good horsemanship, and of course that is what we strive for here at EQUI-VENTURE. If the student / participant feels that the horse is cold, overheated, overexerted, lame or "off", or just isn't acting right, he / she should point it out immediately to the instructor or stable manager. Should the student / participant notice any of the signs below that include, but are not limited to those listed below, he / she should point them out to the instructor or stable manager immediately:*

***During Grooming:***

- ❖ *Obvious lameness, injury or signs of illness or colic*
- ❖ *Wounds and girth or saddle sores*
- ❖ *Skin conditions: rainrot, fungus, scratches or cracked heels, hives, allergic reactions, sunburn*
- ❖ *Hoof disorders: wound, injury, thrush, cracks, chips, loose or lost shoe*
- ❖ *Nasal or eye discharge*
- ❖ *Coughing*
- ❖ *The horse's attitude or disposition is not "normal" or the horse is not acting right*

***During and / or after the ride or work session:***

- ❖ *The horse appears or has signs of being cold or is shivering*
- ❖ *The horse appears or has signs of being over heated, or is lathered / excessively wet or sweaty*
- ❖ *The horse appears or has signs of being tired, over exerted or tying up*
- ❖ *The horse appears or has signs of being injured*
- ❖ *The horse appears or has signs of being lame or "off"*
- ❖ *The horse appears or has signs of not just acting right or normal in regards to attitude, willingness, nervousness, etc..*

***Sweat marks are to be removed as much as possible.***

***Students / participants must allow some extra time after their lesson / program activity to ensure that their horses are properly cooled out and cared for.*** *Instructors will address cooling out procedures, but if students / participants have any questions, they should feel free to ask any member of our staff.*

***In hot weather, the actual ride time allotted for classes / activities will end at least 10 minutes early to allow horses to walk and cool down.***

***There will be a cooling-out charge of \$10 if any horse is put away not properly cooled out, is excessively sweaty, hot and / or panting.*** *This fee will be paid prior to the next appointment.*

*Please confirm when you check-in for your appointment on whether your horse is scheduled for another class immediately following and should be left tacked up.*

***In cold weather, please check with the staff regarding blanketing your horse, especially during evening classes and those held at the end of the day.***

**NOTE:** Each school horse will only have up to two (2): jumping lessons, gaming lessons, hard or fast working sessions in a week. Students / participants may NOT be performing the activities listed above at every lesson depending on the school horse's work schedule.

**NOTE:** Student must either lease or own his/her horse for:

- ❖ any jumping above 2'6"
- ❖ BN Eventing level (when jumping is above 2'6")
- ❖ Dressage levels above Training
- ❖ X-treme Trail and any other classes / levels where it is noted

We limit the amount of repetitious boring ring work for each horse as this helps prevent fatigue and ring-sourness.

Students / participant will ride outside of the arena and even go on trail rides as part of their lesson curriculum. Again, this prevents boredom of horse and rider.

## **SCHOOL MASTERS**

**Only approved ADVANCED students / participants will be allowed to ride these horses or ponies.** School masters are highly trained and are used for higher level lessons and shows. Students / riders that can not properly ride them, interfere with their training. There is an **additional fee** for approved students / participants and / or riders that use these horses.

Please be sure to check the message boards and / or webpage [EVEC Horses](#) for our list of schoolmasters, as this list will be updated periodically with new arrivals and training and show achievements.

**Please do not ask to ride them.** Schoolmasters are NOT available for general lessons or other program activities **unless** there is an injury or illness of one of the regular school horses or their expertise is required in briefly helping a student / participant. In this case, no additional fee will be charged.

## ***HORSEMANSHIP JOURNALS and HOMEWORK***

***All students should have an EQUI-VENTURE Horsemanship Journal. There are educational segments that are required in our Horsemanship Levels. (If you are an accomplished horseperson, we will encourage you to participate.)***

*All students should bring a binder to obtain handouts and assignments.*

***We do require each and every student to complete “homework assignments”. These assignments are part of our lesson curriculum for ALL students and are needed for our Horsemanship Levels. No awards will be given to any student that does not complete these assignments.***

*The assignments are used for educational purposes and are age appropriate.*

## ***REQUIRED CLASSES for NEW STUDENTS***

***To help ensure the safety of our students / participants and school horses, we require that ALL students / participants, (THIS MEANS ALL), attend the classes / pass the evaluation for the following classes in our Equi-Basics Course:***

- ❖ *Horsemanship Safety*
- ❖ *Catching, Haltering, and Leading*
- ❖ *Ground Control and Obedience*
- ❖ *Tying and Grooming*
- ❖ *Tacking and Untacking*
- ❖ *Warm Up and Cooling Out Procedures*

*These classes can be taken along with the student's regular horsemanship lessons.*

*All students / participants should be able to perform all of the tasks in the Equi-Basics course without assistance unless they are age or height restricted.*

*For parents / guardians that will be assisting their children, they are also required to attend classes / pass the evaluation for the Equi-Basics course.*

*Classes must continue to be taken until the student / participant / parent passes the evaluations.*

### ***Why we require Equi-Basics:***

- ❖ *Helps to keep students / participants and horses safe*
- ❖ *Enables instructors to spend more time with actual lessons and not with repeating the same basic material over and over again*
- ❖ *Constantly going over this information causes lessons to start late*
- ❖ *Students / participants that do not know the Equi-Basics typically progress at a much slower rate*
- ❖ *Teaches our students / participants our standard of care for our horses*

## ***PONY PALS TRAINING CLASS for PARENTS***

***To help ensure the safety of youngest riders, we require that ALL parents, (THIS MEANS ALL), attend the training class for Pony Pals.***

### ***Why we require this training class:***

- ❖ *Helps to keep students safe*
- ❖ *Parents feel more prepared to assist their children*
- ❖ *The parent learns how to quickly and as safely as possible; remove a child off the back of a moving horse/pony in the event of an emergency.*

## **UNMOUNTED LESSONS**

*Since unmounted lessons are **required in our Horsemanship Levels, they are always incorporated into our lesson plans.** We feel that unmounted lessons are of **as equal importance as mounted ones.** Therefore **the fee is the same as mounted lessons.***

*Unmounted lessons are usually reserved for days when the weather is extreme. We try to save unmounted lesson material for such days. However, if students / participants need to complete an unmounted lesson before moving up a level, than an unmounted lesson may be done even if the weather is acceptable.*

***Cancelling / missing an unmounted lesson is the same as cancelling / missing a mounted one.***

# ***LENGTH of TIME for CLASSES***

*The reason that we are so strict with keeping on time is to allow the school horses / ponies to have as much rest and relaxation as possible in between classes, and to be courteous to other students and the instructors.*

*Please arrive AT LEAST 15 minutes early. This allows you time to socialize with friends, check the message boards, sign up for activities, make payments, etc. Also allow AT LEAST 15 minutes after your appointment time to allow for proper horse care. This extra time will allow more time for actual riding.*

*Please use the bathroom, if needed, before your appointment begins.*

***As per our lesson format, ALL appointment times include:***

- ❖ Arrival of students / participants*
- ❖ Collection of fees*
- ❖ Inspection of rider's attire*
- ❖ Pre-ride (lesson) huddle and homework time*
- ❖ Announcements and upcoming events*
- ❖ Activity sign ups*
- ❖ Lesson discussions and goals*
- ❖ Horse and tack assignments*
- ❖ Setting up the grooming area*
- ❖ Retrieving horses*
- ❖ Before ride care and grooming*
- ❖ Tacking up and adjustments*
- ❖ Inspections of grooming and tack*
- ❖ Stretching and warm up of rider and horse*
- ❖ Any needed groundwork session*
- ❖ Actual lesson or ride time*
- ❖ Cool down period*
- ❖ Untacking*
- ❖ After ride care / bathing*
- ❖ Hot walking*
- ❖ Grooming*
- ❖ Putting horses away*
- ❖ Tack care*
- ❖ Clean up time*
- ❖ After lesson discussions*
- ❖ New homework assignments*
- ❖ Check out*

***Instructors do expect students / participants to be properly turned out and at the designated riding area by the actual riding time.***

*Appointments will begin promptly and end on time as much as possible. If your appointment time is at 4:00, then your appointment will be begin at 4:00 whether you are ready or not. If the student / participant is late or not ready to start on time, the appointment will not wait and / or run over for him / her. This also applies to the actual riding time.*

*If a student / participant is more than 10 minutes late, he / she can not join the class. The lesson / program activity count as a missed appointment and will be charged accordingly.*

*However hard we try, there will be occasions when we will run behind time. As it is our goal to have all lessons / program activities end on a positive note, sometimes a few extra minutes can make the difference between a student / participant reaching a goal and / or a horse understanding what is being asked of it. In situations like these, please be patient. You will get your full appointment time.*

*With beginners, more time may be spent on the ground in the beginning.*

## **TYPICAL HORSEMANSHIP CLASS TIME:**

*(time breakdowns are approximate)*

**PRIVATE LESSON:** lasts up to One hour includes: 15 minutes for pre-lesson format, actual ride / lesson time of 30 minutes (starts 15 minutes after appointment time begins), last 15 minutes is devoted to after lesson format.

**SEMI-PRIVATE LESSON:** lasts up to One hour includes: 15 minutes for pre-lesson format, actual ride / lesson time of 30 minutes (starts 15 minutes after appointment time begins), last 15 minutes is devoted to after lesson format.

**REGULAR GROUP LESSON:** lasts up to 90 minutes includes: 25 minutes for pre-lesson format, actual ride / lesson time of 40 - 45 minutes (starts 25 minutes after appointment time begins), last 20 - 25 minutes is devoted to after lesson format.

**SPECIALTY DISCIPLINE GROUP LESSON:** lasts up to One hour includes: 15 minutes for pre-lesson format, actual ride / lesson time of 30 minutes (starts 15 minutes after appointment time begins), last 15 minutes is devoted to after lesson format. (Refer to our website for a list of these classes.)

**EXTENDED GROUP LESSON:** lasts up to Two & half hours includes: 25 minutes for pre-lesson format, actual ride / lesson time of 40 - 45 minutes (starts 25 minutes after appointment time begins), last 20 - 25 minutes is devoted to after lesson format, plus 45 minutes to One hour unmounted phase.

**YOUNG RIDERS GROUP LESSON (ages 7 – 10):** lasts up to One hour includes: 15 minutes for pre-lesson format, actual ride / lesson time of 30 minutes (starts 15 minutes after appointment time begins), last 15 minutes is devoted to after lesson format.

**PONY PALS GROUP LESSON (ages 4 – 6):** lasts up to 45 minutes includes: 15 - 20 minutes for pre-lesson format, actual ride / lesson time of 15 - 20 minutes (starts 15 - 20 minutes after appointment time begins), last 10 minutes is devoted to after lesson format.

**UNEASY RIDERS GROUP LESSON:** lasts up to One hour includes: 15 minutes for pre-lesson format, actual ride / lesson time of 30 minutes (starts 15 minutes after appointment time begins), last 15 minutes is devoted to after lesson format.

**HORSIN' AROUND HOMESCHOOL GROUP LESSON:** lasts up to Two & half hours includes: 25 minutes for pre-lesson format, actual ride / lesson time of 40 - 45 minutes (starts 25 minutes after appointment time begins), last 20 - 25 minutes is devoted to after lesson format, plus 45 minutes to One hour unmounted phase.

**HORSEPLAY AFTER-SCHOOL GROUP LESSON:** lasts up to Two & half hours includes: 25 minutes for pre-lesson format, actual ride / lesson time of 40 - 45 minutes (starts 25 minutes after appointment time begins), last 20 - 25 minutes is devoted to after lesson format, plus 45 minutes to One hour unmounted phase.

## **LESSON CLASS SIZE**

**EQUI-VENTURE offers private, semi-private and group lessons.** Private lessons are for those students that prefer a one-on-one with their instructor. Semi-private classes have two students at the same horsemanship level. Our group lessons are for students that are within one horsemanship level of each other and have a minimum of three students with a maximum of six students.

**PRIVATE LESSON:** Private lessons are for one student only.

- ❖ Private lessons are for one hour maximum. The one hour time slot includes preparation of the horse as well as the cooling out of or the after-care of the horse. It is recommended that these students arrive at least 10 minutes prior to the start of their appointment. They should also plan on staying at least 10 minutes after their lesson ends.
- ❖ Students must be at the intermediate horsemanship level or above.
- ❖ Students must be able to perform all pre-lesson and after-care requirements unassisted.

**SEMI-PRIVATE LESSON:** Semi-private lessons are for two students only.

- ❖ Semi-private lessons are for one hour maximum. The one hour time slot includes preparation of the horse as well as the cooling out of or the after-care of the horse. It is recommended that these students arrive at least 10 minutes prior to the start of their appointment. They should also plan on staying at least 10 minutes after their lesson ends.
- ❖ Students must be at the intermediate horsemanship level or above.
- ❖ Students must be able to perform all pre-lesson and after-care requirements unassisted.
- ❖ If a partner drops out of a semi-private lesson, the student's options are: (1) find another partner, (2) pay the private lesson rate, or (3) join a group at his / her level

**GROUP LESSON:** Group lessons have a minimum of three riders and a maximum of six riders

- ❖ Group classes are restricted to a minimum of three (3) and a maximum of six (6) students, except if an arena is divided, then the maximum will be four (4) students.
- ❖ Students must be within an acceptable horsemanship level range.
- ❖ When attendance in a 90 minute group lesson falls to one or two riders, the lesson will go to the one hour lesson format and run for 60 minutes (one hour).
- ❖ If a student that is having a Practice Session is able to join a group lesson that has less than 3 riders, that lesson may be able to go back to the 90 minute format if scheduling permits.

- ❖ *If in the second consecutive week, there are less than three students in a class, that lesson will then be considered either semi-private (2 participants) or private (1 participant). The new lesson fee will be charged for the number of students and the amount of time of each lesson. In other words, if students sign up for a group lesson and only two students show up for more than two lessons, they may either pay the one hour semi-private rate to keep the same time slot, or join another group at the same level. If this group decides to pay the difference and was originally a beginner class, then the semi-private or private class (in this case) will stay at the beginner level.*
- ❖ *When no more than two (2), or one (1) register for a class, EQUI-VENTURE reserves the right to offer the class as a semi-private or a private, at the corresponding rate. Or, the students have the option of being re-registered in another group class.*
- ❖ *Group lessons may be taught by ANY available instructor. If a student/participant wants to take lessons only from a particular instructor, then those lessons must be scheduled as private or semi-private lessons/appointments.*
- ❖ *Students that are having a practice session may ride in an appropriate group lesson.*

***PONY PALS:*** *Restricted to four (4) children per group*

- ❖ *Reserved for children ages 4 - 6.*
- ❖ *All Pony Pal students are required to have an adult assist and accompany them for their entire lesson. This adult must be active in our training classes and exercises.*
- ❖ *Parents or the child's sidewalker(s) must have training in removing their child from a horse / pony in the event of an emergency.*
- ❖ *ALL Pony Pals must have a leadliner and at least one sidewalker.*
- ❖ *In the case where one parent has two or more participating children, or an additional assistant is needed, an EQUI-VENTURE assistant may be used. Assistants must be reserved and there is an additional \$5 per assistant needed.*

# **LESSON SCHEDULING**

*ALL lessons / rides / program activities are on a “Use it or Lose it” basis. None will be carried over or saved.*

*ALL lessons / rides / program activities MUST be used during consecutive week periods, unless there is a break in the schedule. (There will be exceptions for holidays or vacations as long as ample notice is provided.)*

*All appointments, including make-up lesson / program activities, will only be held on scheduled days unless other arrangements are made.*

***NOTE: It is difficult for scheduling make-ups and sometimes impossible within the allowed time frame, as our calendar is very full. In this case, the appointment may be forfeited.*** It is best to keep your original appointment!

*Unless contracted otherwise, **the student / participant will automatically be scheduled at the same appointment time on the next consecutive date unless the student / participant informs the stable manager / instructor.** If a student / participant does not let the stable manager / instructor know he / she will not be there at the next consecutive time, or does not call to cancel with 24-hours notice, he / she will be charged the missed appointment fee.*

*We have a lot of beginners (young and older) and a larger than normal adult client base. We also have a lot of competitive students and team members. In order to accommodate everyone’s schedule and needs as much as possible, we try to schedule most of our educational classes, team lesson days, clinics and workshops to repeat twice each week. This allows a larger number of students / participants to choose between the times and coordinate these activities and clubs into their schedules.*

*We arrange our lesson schedules and plan our lessons according to the **current** weekly work load of our school horses. Please review our policies concerning our school horses.*

*We are always adding new classes or deleting classes as the need arises.*

*We rearrange groups and students according to our **Horsemanship Levels**, the number of students and / or the work loads of our school horses. This may occur even if a semester / session is in progress.*

# **SCHEDULE CHANGES**

*During show season, there will be schedule changes! Our schedule will change on the weekends and sometimes during the week.*

*It is the student's / participant's responsibility to check the message boards on the Information Wall, our website and our reminder notices.*

## **ARENA USE by others DURING LESSONS**

*Ring etiquette is mandatory.*

*The arenas ARE open to other riders, trainers and boarders during most Pleasure or non-specialty "flat" classes. If an arena is closed to other use, it will be noted on the Lesson Schedule.*

*Everyone must ask permission to enter or leave an arena that is being used for a lesson.*

*The arena is always closed during Pony Pals and Uneasy Riders.*

*Lounging of non-lesson horses is not allowed during "riding" lessons unless:*

- ❖ lounging is part of the lesson plan*
- ❖ the instructor has given approval*

*We do ask that more experienced riders try to use the arenas when lessons are not scheduled. We realize that during evening hours and inclement weather, that may not be possible.*

*The lesson students and the least experienced rider do have the right of way.*

*The instructor has the final say if there seems to be a conflict.*

# INCLEMENT WEATHER

**NOTE:** *Our instructors always reserve the right to change mounted lessons to unmounted ones due to horse problems, injury, or weather. Riding lessons are not typically taught in extreme heat (over 95 degrees and/or in high humidity) or in extreme cold (under 25 degrees), nor in very rainy/stormy conditions that could prove dangerous to the horses or riders.*

*We check the forecast several times each day. We will attempt to contact you via Facebook, text messages or phone calls if we think that the weather will be bad or will get bad by the time clients or staff need to go home. If the indoor arena is set up in Bad Weather mode, lessons may also be cancelled.*

**We DO teach and hold our program activities YEAR ROUND. We DO teach lessons and hold activities / classes during inclement weather** and all policies will apply and be enforced.

**NOTE:** *If you do not hear from us by phone or by other methods as noted above, consider your lesson still on! If you call and cancel with **proper** notice, that's fine. But if it's raining and you don't show up, and instructors are out there teaching; you will owe for the lesson. If it's raining, snowy, or other adverse weather conditions are present, lessons will be taught indoors in the barn, with things that students would not normally learn during the course of the lesson program. Please remember that everything having to do with horses is important and the groundwork/barn work is not necessarily less important than riding.*

**Lesson / program activities are STILL HELD DURING INCLEMENT WEATHER unless we cancel or reschedule them.** *If a student / participant does not show up for an appointment because it is raining, too hot or too cold and we have not cancelled or rescheduled the lesson / program activity, the student / participant will be charged a missed appointment fee.*

**Lessons / program activities and classes are HELD YEAR ROUND, even during the cold of the winter, even during the heat of the summer, even if the lesson / program activity or class must be moved to the inside of the stable and/or the indoor arena, even if the indoor arena is not of sufficient size.** *There are plenty of other recreation sports activities, YMCAs, other riding stables and Pony Clubs that continue with their programs year round without an indoor facility or arena. If the weather is too extreme, they hold unmounted meetings. We, as well, have always successfully continued our programs throughout the winter or during rain at stables with and without an indoor riding arena.*

If **we** decide that our indoor arena is not of sufficient size or the temperature is too extreme, then unmounted meetings, horsemanship skills and other required material of our Horsemanship Levels will be taught and / or can be practiced. **We have lots of REQUIRED UNMOUNTED CURRICULA THAT MUST BE COVERED, TAUGHT, PRACTICED, SKILLFULLY APPLIED AND / OR EVALUATED** and we try to save this material for days when the weather is too extreme. **At EQUI-VENTURE, our unmounted meetings are just as important as our mounted ones and are to be regarded as such.** We try to save these types of lessons, classes, program activities and / or evaluations for these times.

- ❖ **When is it too cold for our students to ride?** *Generally speaking, we consider it too cold for students if the temperature in the arena is below 20° for experienced riders, below 25° for intermediate riders and below 27° for beginners and for children under the age of seven. This is merely a general guideline though and refers to the actual FEELS LIKE temperature. One must also take into account the comfort, well being and safety of the staff (they have usually been exposed longer than clients), as well as the clientele that is being exposed. Please call if you are in doubt, or check the weather channel.*

- ❖ **When is it too cold for horses to be ridden or trained?** We won't allow our trainers to ride when it is colder than 15 degrees F because it's too hard on the horse according to most veterinarians. When it gets really cold, it is harder on the horses to be ridden for many reasons. Including:
- air is too cold entering horse's lungs
  - hard, frozen ground causes hoof, back and joint problems
  - indoor arenas are usually dusty as they can't be watered down (may lead to respiratory problems for horse and trainer)

If temperatures are above 15 degrees but less than 20 degrees, our trainers may ride if the horse is healthy and the trainer is healthy and comfortable. (We will never compromise a person's well being). The footing must be good and the arena must be dust free. No hard work though, just walking and maybe a little trotting. There is no point in putting more wear and tear on a horse's lungs than you have to.

But if it is fairly cold (above 15 degrees F but lower than 30 degrees F), you should make sure to give your horse a long warm up and don't work them too hard (keep it to flat work and not too much cantering). You can use a Quarter sheet on the horse to keep their back warm also.

- ❖ **When is it too hot for our students to ride or horses to be ridden or trained?** Generally speaking, we consider it too hot for students if the temperature in the arena is 95° or above and/or there is high humidity OR if there is a weather advisory in effect. This is merely a general guideline though and refers to the actual FEELS LIKE temperature. The age and condition of the horse must be taken into account. **Heat exhaustion is serious and is to be avoided. We will ALWAYS err on the side of caution.** Again, one must also take into account the comfort, well being and safety of the staff (they have usually been exposed longer than clients), as well as the clientele that is being exposed. Please call if you are in doubt, or check the weather channel.

**SUDDEN or SEVERE WEATHER CANCELLATIONS:** Generally, if sudden or severe weather **closes Maryland schools, then lessons / program activities will automatically be cancelled for that day.** Since we are located on the MD / PA line and service school districts from both states, please call to confirm if you live in PA and your school district closes.

**SHORT NOTIFICATION OF UNPLANNED EQUI-VENTURE CANCELLATIONS, DELAYS, POSTPONEMENTS, WEATHER CLOSINGS, SCHEDULE CHANGES DUE TO WEATHER AND / OR EMERGENCIES AT THE STABLE:** In the event of an emergency at the stable or sudden severe weather that will cause the stable to cancel or postpone lessons / program activities, we will try to contact students / participants or leave a message as soon as possible. **We will attempt to contact the student / participant via phone, voice mail, text message, website announcement and / or email.**

**NOTIFICATION OF PLANNED EQUI-VENTURE CANCELLATIONS, DELAYS, POSTPONEMENTS, WEATHER CLOSINGS, SCHEDULE CHANGES:** We will post messages on our **Information Wall at the stable and / or post a notice on the FYI & Blog webpage of our website located at [Equi-VentureEquestrian.com](http://Equi-VentureEquestrian.com).**

Payments for lessons / program activities that the stable has to cancel or reschedule **will not** be taken off any Pre-Paid Program Package or **will not** be subject to a missed appointment fee.

If there are any questions as to whether lesson / program activities will run or not, please call.

## **CANCELLED and MISSED APPOINTMENTS**

**Cancelled and / or missed lessons are not taken lightly at this stable. All policies involving cancellations or missed appointments will be enforced for everyone. ABSOLUTELY NO EXCEPTIONS WILL BE MADE TO THESE POLICIES.**

YMCA classes, ballet and karate classes, and other team sport activities do not allow make-ups for those participants that miss or cancel their appointments. If one of their members doesn't go to a class or show up for practice, the member forfeits that class or practice session. And just like those other organizations, we also have a **"Use it or Lose it" policy.**

**NOTE:** Unless contracted otherwise, the student / participant will automatically be scheduled at the same lesson / ride / program activity time on the consecutive date unless the student / participant tells the stable manager / instructor. If a student / participant does not let the stable manager / instructor know that he / she will not be at the next consecutive time, or does not call to cancel or reschedule with 24-hours notice, he / she will be charged the missed appointment fee.

We do require a full 24-hour cancellation notice and will charge the full appointment fee if there is insufficient notice or for a 'no show'. **AGAIN, ANYONE WHO MISSES A LESSON / PROGRAM ACTIVITY OR CANCELS WITH LESS THAN 24-HOUR'S NOTICE WILL BE CHARGED THE FULL APPOINTMENT FEE. ABSOLUTELY NO EXCEPTIONS WILL BE MADE TO THESE POLICIES.** This notice is included in everyone's participant packet. This fee will be due before the next appointment payment or will be taken off any deposit or Pre-Paid Program Package. There are no exceptions to this, unless a doctor's note is presented.

It is a requirement that **ALL properly cancelled appointments be made-up within the current session (preferably the same week), or they will be forfeited.** This applies to Pre-Paid Program Packages as well as, Pay-Weekly Plans.

To cancel or reschedule a lesson / program activity, please call 443-898-2772 at least 24-hours in advance. If no one answers, please leave a message. The voice mail will note the date and time of the call. (If you call with less than 24-hours notice, you will be responsible for any appointment fees.)

Cancellations must be made at least 24-hours in advance in order to be eligible for a make-up appointment.

If a student / participant cancels a lesson / program activity with proper notice, then the make-up appointment must be completed within the allowed time frame or the full appointment fee will be charged or taken off a Pre-Paid Program Package or Pay-Weekly deposit. Please reschedule the make-up appointment before the next regularly scheduled appointment if at all possible.

**If the student / participant does not give proper cancellation notice, that appointment is considered as a missed appointment and will be subject to any fees and forfeiture. In most cases, missed appointments are not allowed to be made-up.**

In case of sudden illness, make-ups will be scheduled upon receipt of a doctor's note. (YMCAs, other types of instructional classes and sport activities have this same policy.)

*No more than two (2) make-ups for cancellations may be used per full session or Pre-Paid Session Program Package. After two (2) cancellations, there will be no more make-ups for the rest of the session.*

*No more than one (1) make-up for cancellations may be used per half session or Pre-Paid Monthly Program Package. After one (1) cancellation, there will be no more make-ups for the rest of the session.*

*If an approved Pay Weekly student or participant cancels an appointment, that appointment must be made up within 1 week or before the next appointment (unless a doctor's note states otherwise) or that appointment will count as a missed appointment and will be treated as such.*

***Please remember that sometimes our schedule can not accommodate rescheduled lessons/appointments and in that case, the appointment will be considered as missed. It is best to keep your original appointment unless there is a true emergency.***

*Any assignments or lesson materials from a cancelled or missed appointment are the student's responsibility.*

*In order for any student / participant to receive any discount offered on a stable activity or event during the same week as a cancelled lesson / program activity, that appointment must be made-up before the event. If the appointment is not made-up prior to the event, any discount that is offered, will not be honored. No discounts will be honored for missed lessons / program activities.*

## ***MAKE-UP for a CANCELLED APPOINTMENT***

***Only appointments that were cancelled with at least 24-hour notice or those excused by a doctor's note, will be able to be made-up with no additional fee.***

*Our make-up policy allows for two (2) make-up appointments per Pre-Paid Session Program Package or one (1) make-up appointment per Pre-Paid Monthly Program Package. Any make-up appointments for an approved Pay Weekly client must be made up within one week or before the next appointment. The next appointment does not count as the make-up.*

*Scheduling make-up appointments are the student's / participant's responsibility.*

***The make-up appointment must be scheduled in advance with the same type of appointment as the one that was cancelled, and must be taken within the current session or that lesson / program activity is forfeited.***

*There are no school horse guarantees for make-up appointments.*

***Make-up appointments are not guaranteed or refundable, as they are subject to availability within the current session. Also our lesson and / or events calendar may not be able to accommodate the same type as the original appointment.***

*A scheduled at-farm trail ride or practice session may not be used as the make-up appointment.*

*If a student / participant cancels, misses or is over 10 minutes late for a make-up appointment, that make-up appointment is forfeited.*

## ***MAKE-UP for a MISSED APPOINTMENT***

*If a student / participant misses an appointment where other group members have advanced in the horsemanship levels or learned a new skill, the student / participant may be required to make-up that appointment in order to stay with the group.*

*Make-ups for missed non-required appointments are by instructor approval.*

*Make-ups for all approved missed appointments are subject to availability and must be scheduled in advance.*

*Additional fees (on top of the missed appointment fee already charged), to make-up any approved missed appointment are:*

- ❖ Appointments cancelled with less than 24-hour notice: \$10*
- ❖ Appointments that were missed or a “no show”: \$15*

***NOTE:*** *These make-up appointments will be at the rate of the current appointment plus the additional fee.*

## ***EQUI-SHARE PROGRAM for EVEC Horses or Ponies***

*Participants pay a monthly fee based on the number of times they want to ride. (This is done on a month to month basis).*

*Every month we make up a list of available EVEC horses and time slots that the participants can choose from. The participant can stay with the same horse or can try out new ones. The participants reserve the horse(s) and the time slots they want. (Of course, the participant and the horse must suited.)*

*Participants are able to ride the horse of choice for one hour sessions. The sessions will follow the lesson format of a 60 minute lesson. **Actual ride time will not exceed 30 minutes unless the horse is being used in 90 minute lesson.***

*Rides are to be done in an enclosed arena only, unless permission is given by the stable manager.*

*There must be stable personnel at the stable during these rides in case there is an emergency.*

*Participants do not have to own their own tack.*

*There are no extra expenses that owning or leasing a horse bring.*

### ***Equi-Share appointments:***

- ❖ *These appointments are subject to the same policies, procedures, rules, and restrictions as our lessons and other programs.*
- ❖ *Unless the horse/pony is at an approved show, clinic, trail ride or other event; these appointments are **for ONE HOUR time slots only.***
- ❖ ***These appointments are NOT lessons.** If an instructor or stable assistant is needed, then applicable fees will be applied.*

***Please refer to our Fee Schedule for rates.***

# ***EQUI-LEASE PROGRAM for EVEC Horses or Ponies***

***We recommend leasing to clients that are interested in horse ownership.*** First to make sure that one is ready to commit to the responsibility, time and expenses that owning a horse will require. If possible, we also suggest that “you try before you buy”, if the horse is for sale.

Leasing is also an option for clients that cannot afford the actual purchase of the horse.

With an Equi-Lease, you actually ***lease*** an available horse. As long as they are suited to the horse, clients (in good standing) may pick a horse off the availability list.

***The leased EVEC horse or pony must be boarded at our stable.***

The client is ***required to take at least one paid lesson each week***, (with the exception of the free lease).

Lessees must either ***own their tack /equipment or may ‘rent’ ours*** until they are able to purchase their own.

A leased EVEC horse ***is allowed to be used in shows, schooling sessions and clinics (on and off the farm), trail rides, and other activities as long as approval is given.***

A leased horse ***may even be used for 4-H Projects and as United States Pony Club mounts.*** So if one needs a horse for these clubs, leasing is an option.

Our leases run ***for three months at a time. An automatic renewal is done*** unless the client issues a 30 day written notice stating his/her desire to discontinue a lease or the desire to change horses.

Depending on the number of times you want to ride each week, there are several lease options. Briefly, these include:

- ❖ ***PARTIAL LEASE:*** You share the horse with other lessees. There is a lease fee depending on the number of times you ride and other expenses are divided amongst the lessees.
- ❖ ***HALF LEASE:*** You share the horse with another Half Lessee or 2 Partial Lessees. The half lessees alternate activities or the lessee with the most holdings gets first options for events. There is a lease fee and the other expenses are split.
- ❖ ***FULL LEASE:*** You have full rights of the horse and do not share it with anyone else. There is a lease fee and you are responsible for most, if not all expenses.
- ❖ ***FREE LEASE:*** The horse is basically given to you; on the condition that the horse is taken care of and that the horse is returned to the owner should you longer want it. You are responsible for all board and all other expenses. There are usually no restrictions.

## ***Equi-Lease appointments:***

- ❖ These appointments are subject to the same policies, procedures, rules, and restrictions as our lessons and other programs.
- ❖ Unless the horse/pony is at an approved show, clinic, trail ride or other event; these appointments are ***for ONE HOUR time slots only.***
- ❖ ***These appointments are NOT lessons.*** If an instructor or stable assistant is needed, then applicable fees will be applied.

## **PRACTICE SESSIONS**

**Practice Sessions** are for registered students and they must be approved and scheduled by the instructors.

These sessions are **scheduled 48 hours in advance**, and sometimes can be approved the same day.

They are **on a Pay-As-You-Go basis and payment is expected upon your arrival**.

Our policies concerning cancelled or missed appointments apply.

**Students that are having a Practice Session may ride in an appropriate group lesson.** If a student that is having a Practice Session is able to join a group lesson that has less than 3 riders, that lesson will then go back to the 90 minute format.

Again, **these are not lessons** but, you are supervised. You ride with an appropriate lesson group or spend some supervised time in the stable working on unmounted skills or stable management. You must be able to ride at the level and perform the activities of the group lesson that you practice with. The lesson cannot be held up waiting for you or interrupted by your practice. Instructors are there to supervise you while you ride with their class, not to actually instruct you.

The types of group lessons that you can routinely join in are: English & Western Pleasure, Flat classes and other types of classes where the students don't do individual work (like jumping, trail class obstacles, equitation patterns, gaming, etc.). However, if a group lesson (that does do individual work) has only 2 riders, you may join in. This will allow the group class to run for the full 90 minutes; not the one hour as our Program Policies state when only two riders are in a group lesson.

# ***EQUI-PROJECT PROGRAM***

***We like our rescue / rehoming horses, (as well as some of our other horses that need more attention) to receive consistent attention from an individual.***

***These individuals are registered and qualified students that are **CHOSEN** by the staff of EVEC.***

***There is **no charge** for this program.***

***These horses/ponies **ARE NOT** leased to the assigned individual. The individual must keep in mind that these horses / ponies are used by other people or students, and that they may be leased, sold or adopted at any time.***

***Project horses and sessions must be approved and scheduled by the instructors.***

***Unless permission is given otherwise, all project horses can only be handled or ridden when there are EVEC staff at the stable. This is for emergency reasons.***

## ***Participants must***

- ❖ *be Active Students (the project sessions **DO NOT** count as lessons)*
- ❖ *volunteer at the stable on a regular basis*
- ❖ *be in good standing*
- ❖ *have a weekly meeting with the trainer*
- ❖ *be able to follow our training methods and programs*
- ❖ *be able to record the proper documentation*
- ❖ *be able to properly care for the horse*
- ❖ *be able to retrieve, groom, tack and untack - **unassisted***
- ❖ *be flexible as to when the arenas are available but, still be consistent in the amount of time required and the number of days needed to keep the horse on a schedule*

***Participants on project horses may ride in an appropriate group lesson. If a student that is having a Project Session is able to join a group lesson that has less than 3 riders, that lesson will then go back to the 90 minute format. Again, **these are not lessons.*****