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**Lesson Program Policies and Rules**

Effective January 1st, 2023

The following terms are to be agreed to and followed by all parties involved with any HHH Equine Inc/Hand, Hoof and Heart activities including lessons, programs and special events. Failure to abide by HHH rules and policies may result in removal from the property or removal from our programs.

**BARN RULES:**

1. Any person who enters the property must wear appropriate shoes (i.e. riding boots, tennis shoes, hiking boots).
2. Anyone under the age of 16 must have parent/guardian supervision while on the property.
3. Parents/guardians must not interfere with lessons or will be asked to leave the barn when lesson is in progress.
4. All visitors shall treat the equipment, property and horses with respect.
5. Trash must be disposed of properly.
6. Running, yelling, throwing, climbing etc. is not allowed.
7. No smoking in or around the barn.
8. No treats can be given without prior permission.

**The following outline contains information on procedures, pricing, cancellations, weather, rescheduling and discontinuation of services.**

# PROGRAM OUTLINE

1. All lessons are private, hour-long sessions.
2. The hour includes instruction on grooming, tacking and riding.
	1. Lessons are scheduled as follows: 15 minutes of grooming/tacking, 30 minutes saddle time, 15 minutes of untacking/grooming.
	2. Students that are able to independently get their horse ready without instructor supervision may arrive 10 minutes early in order to earn extra saddle time.
	3. Progression is based on numerous factors. We focus on progression of horsemanship as a whole and building a strong foundation.
3. Arrive on time or 5 minutes early to your scheduled appointment.
	1. Being **10** minutes late results in an unmounted lesson. **No exceptions – please respect your instructors’ time.**
	2. Lessons start and end at their scheduled times.
	3. Arriving late to your lesson more than 3 times may result in being asked to leave the program.
4. We are teaching independence and responsibility. Please refrain from over-assisting your student during their lesson.

# PRICING

1. Therapeutic riding/horsemanship program:
	1. **Private, one-hour lesson - $70**
		1. Price per lesson for anyone not meeting committed rider requirements.
	2. **Committed, weekly rider - $65 (per lesson)**
		1. Student purchases \*full\* monthly package
		2. Student comes once a week
		3. Student has same day/same time appointment
2. Unmounted horsemanship
	1. **Private, one-hour lesson - $55**
		1. Price per lesson for anyone not meeting committed student requirements.
	2. **Committed, weekly student - $50 (per lesson)**
		1. Student purchases \*full\* monthly package
		2. Student comes once a week
		3. Student has same day/same time appointment

**PAYMENTS**

1. Invoices are due by the date listed on your invoice.
2. Monthly package invoices are due by the 7th of each month.
3. $25 late fee will be added to any invoice not paid after the 7th.
4. Payments made by Quickbooks credit card and paypal must include 3% service fee. Payment are accepted by:
	* + 1. Quickbooks (bank transfer or credit card)
			2. Check/cash
			3. Paypal
			4. Venmo

# CANCELLATIONS AND MAKE UPS

1. Committed, weekly riders will receive 1 make up lesson each month (if needed).

i. Make up lessons will not roll over – use it or lose it.

ii. Make up lessons must be completed within 30 days of the original lesson date.

iii. In order to use your make up session we must receive 24 hours notice to reschedule or that lesson is forfeited.

 iiii. Once a lesson is rescheduled, it cannot be changed again.

b. Cancellations made by the instructor or weather related cancellations will result in a rescheduled lesson even if your monthly make up has been used.

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**WEATHER**

1. The first inclement weather lesson will be taught as an unmounted session.
2. Your instructor will determine if a lesson must be canceled due to weather. If you do not hear from us, your lesson is scheduled as normal.
3. Weather cancellations will be sent out by your instructor within an hour of your appointment time.
	1. We do not ride in the following:
		1. Heavy rain
		2. Thunder/Lightning
		3. High winds
		4. Temps above 95 or below 30

**DISCONTINUATION OF SERVICES**

1. 30 days notice is required when discontinuing any service provided by HHH.
2. Failure to give 30 days notice will result in being charged for your regular monthly package.

By signing this document, I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and any persons under my supervision, am agreeing to abide by and respect all terms listed above pertaining to HHH Equine Inc/Hand, Hoof and Heart’s lesson program and property. By signing this document, I also acknowledge that failure to follow the standards listed above will result in removal from the facility and/or program based on the decisions of the director, Erin Chimberoff.

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Parent/Guardian/Client Date