



# Riding School Policies

## Lesson Format

Students are expected to arrive 30 minutes before their lesson time to catch their horse (Novice +), groom and tack up. Students should be in the ring, mounted and ready to ride, at the scheduled start of their lesson. Private lessons are expected to mount 15 min early to warm up (once approved by their instructor). After the lesson, students are expected to properly cool out and groom their horse before putting them away. Students are also expected to clean their tack and put it away before leaving and leave their grooming stall raked/tidied. Overall, it will take approximately 2 hours for a group riding lesson.

Once students are deemed ready to jump, group classes will alternate dressage and jumping. However, in the interest of the well-being of the horses, lesson content will always be subject to the discretion of the instructor/riding school and in some instances a jumping lesson may need to be replaced by a dressage lesson (i.e. the day after a schooling show, extreme heat, etc.).

## Required Equipment

All riders must have the following gear:

- Correctly fitted, ASTM helmet
- Boots with a 1/2" - 1" heel (paddock boots and half chaps or field boots are preferred, rubber riding boots do not bend well in the ankle)
- Long pants for riding (we suggest breeches or snug fitting track pants as loose pants and jeans can rub)
- Riding gloves & a crop are recommended

Long hair should be tied back and loose jewelry is not recommended. We strongly suggest you put your name on all your riding equipment, as Raynham Stables is not responsible for lost items. Please store your gear in the provided lockers during your lesson.

## Payment

**All lessons must be paid for in advance** (view lesson pricing here). If you would like to take advantage of the discounted rate offered by purchasing a lesson package, payment must be received by the second class of the session. Installment plans are available for our longer fall & spring sessions. Lesson packages are non-refundable and non-transferable. Lessons can be paid for by cash, cheque payable to "Raynham Stables", Visa, MasterCard or Interac e-Transfer.

As riding is a year-round sport, all students are automatically enrolled in the next session. If you wish to discontinue classes, we ask that students notify the office via email at least three weeks prior to the end of the session so we can adjust the schedule as needed.

## Missed Classes

We realize that students occasionally have to miss a lesson, so to simplify the process of rescheduling we have set up the online scheduler:

<http://www.raynhamstables.com/online-lesson-scheduling.html>. It is the responsibility of the student to book their make-up lesson by the end of the session.

We are aware that it can be difficult to find an open spot, especially during the busy spring and fall months, so please do not cancel unnecessarily. **Spaces to reschedule are made available by other students canceling, so please be courteous and PROVIDE AS MUCH NOTICE AS POSSIBLE IF YOU ARE GOING TO MISS A CLASS so we can open your space on the scheduler.** Please be aware that we cannot guarantee you will be able to make-up a missed class.

- **RESCHEDULING A LESSON:** We ask that students provide **at least one week's notice** if you are going to miss a lesson. This gives other students enough time to book your now-open time slot. Please notify the office via email or cancel through the scheduler to reschedule a lesson. If you do not provide at least one week's notice, it is considered a late cancellation.
- **LATE CANCELLATION:** We realize sometimes things happen at the last minute – illness, car problems, etc. Students may have **ONE** late cancellation per session provided you notify the office via email by 7:30am on weekends or 1:00pm on weekdays.
- If you cancel a private lesson, there may not be a private lesson space available so you may have to do your make-up in a group lesson instead.
- Make-up lessons are only available to students currently enrolled in lessons. If you stop taking lessons, any missed classes are void.
- Make-up lessons are nontransferable and **cannot** be deducted from the next session fees.

In the unlikely event that Raynham Stables has to cancel a class, we will ensure that you are able to reschedule the lesson or we will deduct it off the next session's fees.

## Inclement Weather Cancellations

We know that living in Canada, there are going to be some unpleasant days from December to March and do not want anyone driving to the barn in unsafe conditions. **Lessons will be cancelled in the event of freezing rain, heavy snow or extreme cold (temp. is below -12c before the wind chill).**

For the winter session, we bill for one less class so if we have to cancel a class, we are square. If we have to cancel a second time, we ask that students schedule a make-up lesson (can be in the following session as well). If we have to cancel a third time during a session, we will deduct the cost off the following session.

**Please note that cancellations will be posted on the blog ONLY** so please check before heading to the barn. On the weekends we will post any cancellations by 7:30am and weeknight lessons will be posted by 1:00pm.