

Heavenly Horses Policies

General Rules and Barn Access:

1. When entering and exiting the property please keep your speed at 15 MPH or less and keep your car stereos down. We have children, animals and staff working and/or moving around many areas of the property. Please be alert.
2. Please park in the gravel lot. Please do not park in grassy areas or in places that may block access to the barn, equipment or other vehicles entering or exiting the property.
3. Only staff and students are allowed in the barn. We do not carry waivers on anyone except current students. We are happy to give a tour to family and friends while accompanied by a staff member.
4. Please wear barn appropriate shoes even in observation areas. We will not permit anyone with flip flops or open-toed shoes around the horses or in the barn for any reason.
5. Parents, family members, siblings and guests are limited to the Viewing Room.
6. There is absolutely no smoking permitted anywhere on Heavenly Horses property.

Arena Etiquette:

7. We encourage family and guests to observe lessons in progress. We offer the Viewing Room and at times may permit observers to sit in small sitting areas around our indoor and outdoor arenas.
8. Please keep talking in the arena to a minimum. Please attend to/watch all children and do not allow them to run around, throw things or make loud noises. Horses do not see the world as we do. Simple unintentional actions can cause an accident for horses and people.

Payments:

9. Lesson Packages must be used within the number of weeks plus one of the quantity purchased. Any un-used lessons will not roll over and cannot be made up. There will be no refunds for missed lessons. For example: If you purchase 5 lessons they must be used within 6 weeks of purchase, 10 lessons in 12 weeks etc. Please schedule make-ups in advanced for any lessons you know your student will not be attending. (see Lesson Cancellation/Make-Up/No-Shows below)
10. There is no refund on any packages purchased for any reason.
11. All lessons MUST be paid for before student will be allowed to ride. Past due balances or lack of payment prior to the start of a lesson will result in a student not being able to ride.

12. In order to utilize PayPal there is a small service charge included in the lesson price. You may still pay with cash or check and not incur this nominal fee. If you decide to pay by Monthly AUTO check, the payment MUST be received on the 2nd or a late fee of \$10 will occur.
13. A black payment box is located outside the office for your convenience.

Lesson Cancellations/Make-ups/No-Shows:

14. **Our cancelation policy requires at least 24 hour notice of any missed lesson. Your account WILL be charged for the lesson and the student will forfeit a make-up when less than 24 hour notice is given.** This includes No-show lessons. **Any lessons your child will be missing (due to vacations, doctors' appointments, etc.) need to be e-mailed with at least 24 hour notice to Heavenly Horses at heavenlyhorses57@gmail.com.** This is the best way for Heavenly Horses and our customers to keep records of class scheduling exceptions. Phone messages are checked throughout the day for emergencies only.
15. **It is the student's responsibility to schedule make-ups for any lesson they cannot attend. All make-ups must be completed within 10 days before or after the missed lesson and are not guaranteed.** Make-ups will not be honored beyond 10 days past the missed lesson date. Please speak with your instructor as to which classes have openings based on your skill level. Students may ride English or Western discipline and ride at their level or below for a make-up. We encourage you to schedule make-ups for vacation, doctors' appointments etc. well in advance to ensure make-up availability. Heavenly Horses reserves the right to make exceptions to this make-up policy on a case by case basis including holiday or weather related closures.
16. Group lessons are an exceptional way for your student to advance as a rider. Your student will learn more from observing others. We encourage families in a specific lesson times to get to know each other and work with each other to ensure that the group lesson is well attended.
17. Lessons that are scheduled for one hour groups will be brought down to half hour privates if we do not reach the group minimum of two riders. Lessons that are scheduled for two or one and a half hours will be brought down to one hour lesson if four or less people are in attendance, and half hour privates if only one student is present. One and a half hour and two hour lessons, with instructor's discretion, can and will at times include six or more riders. Please respect each other, our instructors and staff by making a consistent effort to be at your scheduled lesson time.
18. After three canceled lessons, whether Called-In or No-Show, the student's lesson spot will not be held and may be filled by another student.

Student Expectations:

19. We ask that students arrive at least 15 minutes but preferably 30 minutes prior to their scheduled lesson time. Grooming and tacking is a fundamental part of being a well-developed equestrian and is expected as part of our lesson program.
20. Students who do not arrive with enough time to groom and tack their horse (with staff assistance for younger riders) may enter the lesson within 15 minutes of the scheduled start time, otherwise the lesson will be forfeited. Students should also plan 15 to 30 minutes after the lesson to un-tack and cool their horse. A full list of student expectations including a *Student Code of Conduct, What to Bring, and Homework* can be found on the Heavenly Horses website.
21. Many students also serve as volunteers. Please abide by Volunteer Guidelines, training and staff directions when accessing various areas of the barn including tack rooms, feed rooms, storage areas and offices and their associated equipment.

Policy Changes/Communication:

22. We reserve the right to update policies based on customer feedback and in the best interest of our students and the program. We will notify you in advance of policy changes that impact your student via the email you have provided in the online *Student Information Form*.
23. Communication is essential to providing you with the best experience possible. We post updates to our website, Facebook page and on the Viewing Room Bulletin Board. Please reference these areas to stay abreast of events, shows, etc.
24. Please remember to keep us updated when changes need to be made to your contact information.

Please do not hesitate to ask us if you have any questions, are unclear as to any details of the program or have questions about your student's progress.