

GROVE RIVER RANCH, LLC

MANAGEMENT POLICIES FOR STUDENTS

INSTRUCTIONAL PROGRAM PHILOSOPHY

Our instructional programs are structured to teach riders of all levels of ability to maximize their efficiency as riders and to learn how to maintain complete control of their lesson mounts. Our instructors are screened and trained to assure the highest level of safety and professionalism while maintaining a friendly and relaxed learning environment. After building a solid seat and foundation skills in the western saddle, riders may choose to learn hunt seat riding, trail riding, or pursue horse showing skills for local competitions.

SAFETY FIRST

The lesson horses have been carefully selected for their temperament, and trained to be patient, tolerant and forgiving of beginner riders. However, horseback riding is inherently a potentially dangerous activity, so a number of precautions are built into our policies. These policies include, but are not limited to, setting a minimum rider age, setting a maximum number of beginners in each class, reviewing safety procedures and arena etiquette with riders, providing the safest environment for riding, and requiring all riders under the age of 18 to wear a safety helmet.

Riders who do not arrive with their own ASTM/SEI approved helmets will be provided one of ours. We will be happy to share equine supply catalogs or the names of retailers where you can purchase a riding helmet. All riders are required to wear shoes or boots with a small heel and wear long pants. No tennis shoes, sandals or other open-toed shoes are permitted.

Prior to the first lesson, riders must sign a Waiver of Liability and disclose any medical or physical conditions that might be relevant to their performance. Riders under the age of 18 must have both parents or legal guardians sign the rider's Waiver of Liability.

PAYMENT OF LESSON FEES

You are not required to purchase a set number of lessons in advance, but may pay for each lesson as it is received. We are not set up for credit card payments at this time, but you can pay by cash or personal check. There is a \$20 handling fee charged for any returned checks.

If you wish to purchase lessons for someone else, we sell gift certificates for any amount of money specified. Gift certificates are good for one year from date of purchase, not transferable.

Although you may have reserved a semi-private lesson slot, we can not always guarantee the attendance of the other student(s). If a private lesson is taught, the instructor may charge a private lesson fee.

LESSON TIMES

Please plan to arrive at least ten minutes prior to each lesson in order to make any tack changes or adjustments needed, have your properly adjusted helmet on, and ready to start promptly at your scheduled lesson time. Lessons are often booked back-to-back, so late starts impact the other lessons scheduled behind it.

Students arriving more than 15 minutes late may not be permitted to join the lesson already in progress, and no refunds will be made.

Having an indoor arena means lessons are booked year round. However, the instructor may choose to reschedule the lessons under the following conditions:

- Temperatures falling below 45 degrees
- Temperatures rising above 90 degrees
- Thunderstorms with heavy lightning (metal buildings are frequently struck by lightning)
- Very heavy rain on the metal roof making it difficult for riders to hear the instructor
- Driving and road conditions to the ranch are unsafe; school closings for snow or ice

Make sure the instructor has the telephone numbers where you can be reached at all times. If you are unreachable for any length of time, call the instructor the day before or as soon as conditions exist to see if lessons are to be rescheduled for one of the above conditions.

CONFIRMING LESSONS, RESCHEDULING, CANCELLATION NOTICE, AND NO SHOWS

At the beginning of each week, the instructor will send out a lesson schedule email for that week. Riders must then reply to the email or call the instructor within 24 hours of receiving the schedule to confirm your standing lesson time as scheduled. Riders who do not confirm their place on the schedule risk losing that time slot to someone else. If you miss two lessons, two weeks in a row at your regular scheduled slot, you may lose that time slot.

To cancel or reschedule your lesson, the instructor should be contacted at least 24 hours in advance of lesson time. There is a \$20 rescheduling fee for cancellations with less than 4 hours notice of the lesson time. Full price will be charged for any lesson missed without notifying the instructor in advance (no shows).

RANCH RULES

All students, boarders, visitors and ranch guests are expected to abide by the ranch rules for the safety of everyone. These rules are available on the desk at the arena in handout form, by email upon request, and are posted in conspicuous places such as the bulletin boards and bathrooms. Please note and comply with the two rules most commonly violated – all pets must be on a leash, and do not exceed 10 miles per hour in the driveway.

Your patronage is appreciated – we strive to make all your visits safe and happy ones!