



## Lesson Policies & Procedures

### **Student & Guest Expectations**

Riders are to have proper equestrian equipment, including riding boots, riding pants, and an ASTM approved helmet. A helmet is to be worn at all times while mounted.

Riders should arrive with enough time to thoroughly groom and tack their horse (20-30 minutes). If the rider's assigned horse is already tacked, the student can help another rider. Students are to untack their horse and blanket and/or turn out the horse as needed. If a student is unable to arrive early enough, she will notify Twin Oaks so a staff member can tack the horse.

Guests and family are permitted to watch lessons from the designated seating area near the outdoor arena. Guests will please not enter the arenas. Student's family members and friends should not crowd the aisle of the barn while students are preparing for lessons. No open toed shoes are permitted around the barn. All pets must be on a leash, and if causing a problem must remain in the car.

Students and their guests are not to approach, pet, feed, etc to any boarder (privately owned) horse on the property. Not all of the horses at the barn are owned by Twin Oaks, and these privately-owned horses are to be left alone. Students and guests are not to walk through the center aisle way of the barn, as this is where the boarded horses are kept.

We occasionally take photos around the barn or in lessons that are posted to social media accounts or on the website. Please notify Mackenzie if photos of yourself or your child cannot be used for any of these purposes.

### **Payment, Scheduling, & Makeups**

Lessons are \$440 every 8 lessons. Students have 10 weeks to complete their 8 lessons, allowing for up to 2 absences. Students are to notify Twin Oaks of absences in advance via email, text, or marking on the attendance sheet in the barn. Any lessons not taken within the 10 weeks are forfeited. See below for policies and discount for twice weekly lessons.

Makeup lessons can be scheduled when there are spots open in an appropriate class. Makeups are not offered if the student did not notify of the absence in advance. Any makeup lessons cancelled with less than 24-hour notice are forfeited.

Lessons with 3 or fewer students may be shortened to 45 minutes.

Lessons are ongoing and continuous. New students should have the intent to continue lessons for a long period of time. There are no breaks between 8 week blocks, and spots will not be held if a student decides to discontinue lessons for any period of time. Payment is due on the 8<sup>th</sup> lesson in advance for the next 8 lessons.

We do not follow the public school's cancellation policy and rarely cancel due to weather. The only holidays we cancel lessons are Thanksgiving Day, Christmas Eve, and Christmas Day. If there is a cancellation for any reason, you will be contacted via email.

### **Extra Riding Opportunities & Volunteering**

If a student desires to ride more than once per week, she can schedule extra lessons on a week-by-week basis depending on availability. A student may also enroll in 2 classes per week at a discounted rate (\$400/8 lessons), with 5 weeks to complete the 8 lessons.

Occasionally there are additional riding opportunities such as clinics, trail rides, etc. Often these extra activities "count" as a lesson on the attendance sheet for ease in payment. However, they do NOT count as a makeup lesson. For example, if a student had missed 3 lessons in the 10-week period, and does a clinic, their third missed lessons is still forfeited. If an additional riding opportunity is cancelled with less than 24 hour notice, the lesson will be forfeited.

Students interested in volunteering at the barn should talk to Mackenzie and will start with basic tasks. Help with camp (Saturdays, and weekdays in the summer) is always needed. After proper training, paid positions are sometimes available.