

Epona Riding Academy Policies

COVID-19 PROCEDURE:

***FACE MASKS MUST BE WORN** by ALL students and guardians as per Hansen Dam's facility rules. The only time it can be taken off is if the student is riding a horse or a guardian is waiting inside their car. A 6-FOOT DISTANCE MUST BE MAINTAINED while on facility grounds. Please do not bring guests and gather in groups at this time. A guest is welcome to stay in the vehicle and view the lesson from there. We will have to ask you to leave or remain in your vehicle if you forget a face covering as it is violating Hansen Dam's policies and is a health hazard.

***Due to strict social distancing rules as well as safety rules, we ask for all guardians to wait for their child's instructor by the designated arena. We will be conducting our grooming portion of the lesson by our arena until we are cleared to allow students that aren't leasing or boarding back in the barn area. All arenas have covered seating areas. Due to social distancing and the traffic flow, PARENTS ARE NOT PERMITTED TO HOVER AT THE BARN during a lesson. This is because it is a high traffic and crowded isle with horses, grooms, and workers of the facility passing through regularly.**

Cancellation:

A 24 hour cancellation notice is required for lessons. If not within this time frame, emergencies such as; illness, death in family, etc. are the exception. **You will be responsible to pay the lesson fee to any no-show situations or last minute cancellations as we reserve/prep horses and make sure a trainer is at the facility for you at your lesson time.** A makeup can be made if the notice is given before the 24hr time frame. Makeups must be taken within two weeks of the missed lesson.

Lesson Packages:

All 10 lesson packages must be used within 90 days. 5 lesson packages expire in 45 days. Makeups can be scheduled for emergencies and for cancellations given before 24 hours. Lessons do not roll over. Lesson spots are ongoing and held for you on a weekly basis. Students, horses, and instructors are put in place for these time slots weekly so please be mindful of cancellations and understand that this is necessary in order to provide the best atmosphere and to secure healthcare and feed for the horses. **We expect all clients to hold themselves accountable for remembering their allocated weekly lesson slots and expect you to show up accordingly, you will not receive a reminder.**

Payments:

Payments must be made **BEFORE** the riding lesson. If a package has ended, a new package must be purchased before the next riding lesson. Payments can be made online: www.eponariding.com or through Venmo, Zelle, cash or check.

Attire:

Proper riding gear is mandatory for safety reasons and for the student to be able to position themselves properly in the saddle. It is allowed for the evaluation to wear a general closed toed shoe and long pants but after the first lesson proper gear must be purchased. Please ask your instructor for recommendations.

Parental/Guardian Conduct:

Parents/guardians are allowed to watch the student's riding lesson however **they are not allowed to participate in helping the student get their horse ready.** While the intention is good, parents can be

distracting for the children and it also can present a safety issue as the parents are not partaking in lessons themselves and learning how to properly handle the horses. **Parents/guardians are not allowed to be coaching from the sidelines, to engage with their kids while riding and must stay seated in the designated seating area, in their car or they are free to leave for the hour.** This is for **SAFETY** as the students need to be 100% focused on the instructor and horse. No hanging onto or around the arena as this will spook the horses. If siblings are present, they must be under parental/guardian supervision at all times as it is dangerous for children to be around horses unsupervised. **There is no running, yelling, rough play, or hanging on fences tolerated while at the facility** as the barn and parking lot is potentially dangerous for horses and students.

Boarders/Lessee Conduct:

Minors:

ABSOLUTELY NO MINOR BOARDER/LESSEE IS ALLOWED ON HANSEN DAM PREMISES WITHOUT A TRAINER OR LEGAL GUARDIAN.

If not in a lesson and boarder/lessee is a minor, the minor may only ride their horse while a trainer is on the Hansen Dam grounds or if a parent or guardian is on the premises with them.

Cleanliness:

Every boarder and lessee must maintain cleanliness of the facility.

- Clean up all poop and sweep crossties and wash racks if used.
- Clean and put all tack, personal gear, tools, and grooming supplies away neatly.
- Clean and put all borrowed gear, tools, and grooming supplies away neatly.
- Lock up the tack room and put the key away before leaving if you are at a facility and no trainer is present.

Any violations can result in a warning. After two warnings and if not immediately improved upon, the lessee/boarder will be asked to leave the facility and academy permanently.

You must always maintain a kind, polite, positive demeanor with any trainer or other person on the Hansen Dam property- A rule enforced by Hansen Dam
You are representing Epona Riding Academy, please present yourself and school in a positive professional manner.

Signed:

Date:
