

NEOPHYTE FARMS POLICIES

CANCELLATION POLICY

Individual (non-package) lessons - Neophyte Farms (herein "we" or "us") requires 24 hours notice for any cancellations. If a lesson is cancelled less than 24 hours before the lesson time, we reserve the right to charge in full for the missed lesson.

Weather-related cancellations are determined by us only, as the safety and health of our students and horses are our top priority. We will cancel if:

- A. If it is 95°F or higher ("real-feel" temperature according to The Weather Channel app or our discretion)
- B. If it is unsafe to ride due to rain, mud and/or wind, or other conditions/acts of nature out of our control.

If you must reschedule, we will do our best to accommodate you. We offer make-up lessons two or three days in most months, but we cannot guarantee a make-up the same month.

Neophyte farms takes pride in providing quality riding instruction for an affordable price. Thank you for allowing us to continue our current rates by complying with our payment policies.

_____ **My initials here indicate my understanding of the above cancellation policy**

PAYMENT & PACKAGE POLICY

Payment is due before your lesson(s). Packages are valid for ONE MONTH. If you start mid-month, your package will be pro-rated. Package payments are **due on the 1st** of each month and are late if paid after the 5th. If your first lesson is before the 5th, you will not be scheduled until you have paid.

We offer two monthly package options:

- 1. Once weekly \$180/month
- 2. Twice weekly \$350/month

_____ **My initials here indicate my understanding of the above payment policy**

Make-up lessons will be offered in a group on the **FOURTH SUNDAY** of the month at a time depending on the rider's ability/skill level. In 2019, make-up lessons will be offered as follows:

Make-up lesson dates:

January 27
February 24
March 24
April 28
May 26
June 23
July 28
August 25
September 22
October 27
November 24
December 22

We are CLOSED on the following dates:

January 1 - New Year's Day
April 21 - Easter
May 12 - Mothers Day
June 16 - Fathers Day
July 4 - Independence Day
August 5 - Vicky's Remembrance Day
October 31 - Halloween
November 28 - Thanksgiving
December 24-25 - Christmas Eve & Day
December 31 - New Years Eve

BARN & SAFETY RULES

The safety and health of our students, horses, staff and visitors are our top priorities. Please observe and follow the rules of the barn to ensure the safety and health of all. A frightened horse may rear, kick, bite, jump or run away, and could injure themselves or anyone near them, including people and other horses. Horses are easily scared, so avoiding running, jumping, throwing things, making fast movements and loud noises will help to keep the horses from becoming frightened.

TACK & TACK ROOM: Our equipment is expensive and will only last if we take care of it.

All tack (bridles, saddles, pads, boots) and grooming tools **must be hung up/put away** and (if applicable) cleaned after use.

Bits should be rinsed immediately after using.

Saddles and bridles should be wiped down if they are dirty, dusty or sweaty, and should be conditioned if they start to become dry. Leather will crack if it dries out. Dust, dirt and sweat will make it dry out more quickly.

Saddles should be placed back on the racks and covered every time when you are finished riding.

Saddle pads should be placed upside down or hung up to dry. When dirty, they can be hosed off and hung outside to dry.

Before you leave after each lesson, please be sure to look around to make sure nothing is left out. Moisture in the air, fog and dew can ruin leather and other tack/equipment. Even if you see something that someone else left out, please put it away. We are all responsible for the care of our equipment. Without it, we can't ride!

_____ **My initials here indicate my understanding of the above barn and safety rules**

LESSON ETIQUETTE & PREPARATION

- Please arrive **on time** or 10 minutes **early** for your lesson, ready to tack up and ride. **If you are more than 10 minutes late**, you will not have enough time to ride and **your lesson will be cancelled**.
- Please come dressed appropriately in jeans, leggings or riding pants and boots.
- Long hair should be pulled back in a low ponytail or bun. Please avoid hair bows, headbands, etc. You may wear a bandana, skull-cap type head cover, etc. under your helmet. No beanies, ball caps, etc. should be worn under helmets.
- Close-fitting clothing is safest. Loose or baggy clothing could become caught on saddles, posts, etc. and may become a hazard. It is not advised to wear necklaces, bracelets or dangly earrings.
- Bring a rain coat if rain is expected. We will ride in the rain unless it's unsafe. If it starts to rain heavily during your lesson, we will do an unmounted lesson.

_____ **My initials here indicate my understanding of the above lesson etiquette & preparation**

By signing below, I indicate that I have read, fully understand and agree to abide by the above policies and rules.

Rider's Signature

Date

Printed Name