



Horizons East Riding School Policies

- **Riding School Progression Policies:**
 - **Lessons are to be used by riders with the intent to ride 1 or 2 times per week.** The lesson level sheet will clarify progress of a rider.
 - **The school does not offer lessons to infrequent riders.** This is for the safety of the students and horses, as well as the quality of staff and services.
- **Lesson and Package Policies:**
 - All lessons are booked by appointment in the Lesson Binder by parent or coach. You may text or email your bookings to 925-899-4968 or horizons-east@showstables.com.
 - The one-time special for new students (buy 2 get 1 free) can only be used ONCE. After that, riders must buy monthly packages.
 - **ALL LESSONS ARE PREPAID THE FIRST OF THE MONTH AND EXPIRE AT THE END OF EACH MONTH**
 - Riders are given 3 rollover lessons within a calendar year. Rollover lessons must be used within the next week.
 - If a medical ailment or injury prevents the rider from attending long-term, Horizons East will consider the circumstances on an individual basis.
 - Lessons are transferable, NOT REFUNDABLE
 - A \$20 Facilities Fee is due at the beginning of each month.
 - There is a one-time registration fee of \$25 for all new students, \$50 per family. This fee is due at the time of sign up.
- **All students must sign the following documents:**
 - Release form,
 - Registration form,
 - Policy form.
- **Cancellation policy:**
 - All lessons must be cancelled 24 hours prior to the start of the lesson.
 - Horizons East has the right to move or cancel a lesson within 24 hours prior to the start of the lesson
 - Missed lessons will be charged as a lesson and deducted from your package.
- **Payment Policies:**
 - A bank penalty will be charged on bounced checks
 - Cash discount is only given on lesson packages
 - A standard service fee on credit cards will be charged
- **Safety Policies:**
 - Helmets are worn at all times when mounted.
 - Children are not to be left in the stables unattended
 - Parents may leave the facility during class but must pick students up no later than 10 min after the conclusion of the lesson
 - Children must wait in the gazebo or the lounge for pick up
 - Closed-toe shoes only in the stable area
 - No feeding of the animals without a coach present
- **Attire**
 - Full length pants must be worn when riding
 - Long hair needs to be tied back
 - No skinny-strapped tank tops
 - Gloves should be worn when riding
 - Items stored in the tack room closet (boots, helmets, and pants) are for loan during riding lessons

I have carefully read these policies, and I understand and agree to follow these policies as outlined.

Signature of Rider/Adult: _____

Printed Name of Rider/Adult: _____

Date: _____