

Meadowvale Farm - Customer policies

MISSION STATEMENT:

At Meadowvale farm we strive to ensure that we have a safe and fun riding establishment. We want all riders to succeed, improve their skills and succeed in equestrian pursuits. We coach beginner, novice and advanced students both competitive and non-competitive. Of utmost importance is ensuring that all participants and visitors are safe and enjoy their time at Meadowvale. Please make sure you are familiar with the following policies that are in effect to ensure that we are able to meet the above service standards.

Payment Policy

Payment for lessons, leases and board is due by the 1st of the month for which the rider is taking lessons. Payment may be made by cheque or cash. Cheques must be made out to "Stephanie Calvert". Any bounced cheques must be replaced immediately and will be subject to an additional \$20 NSF charge. Late payments (received later than the 10th of the month) are subject to a late payment charge.

Missed lessons policy

Riders may have 1 make up lesson per month if 24 hour notice is given and a make up lesson is scheduled prior to the missed lesson. The make up lesson will typically take place on the last Thursday or Friday of the month (please check with your coach).

The monthly rate is based on 4 lessons per month, however, there are 4-5 lessons included in the monthly rate. The 5th lesson is included at no extra charge, therefore if there are 5 weeks in a month and a lesson is missed, no make up lesson is provided.

Care of horses

Riders are expected to arrive 30 minutes before their arranged lesson time in order to bring the horse in, groom the horse and tack up prior to the lesson. We try to ensure that lessons are as timely as possible. Riders are also responsible for looking after the horse after the lesson. If it is hot and the horse is sweaty, the horse should be sponged or hosed and the water scraped off, in colder weather grooming the horse is appropriate and picking out the feet. In winter, make sure the blanket(s) are put back on the horse once the horse is dry and clean. We try to take good care of our wonderful school horses.

Tidiness

Riders should sweep the area where they have tacked up their horse BEFORE and AFTER riding. Do not wait until after your ride as there may be many people using the barn while you are out riding. Please make sure to put all tack and grooming kits back in their places after you are finished!

Equipment and tack

Meadowvale strives to maintain all equipment in good condition. All saddles are equipped with safety stirrups. After riding students are responsible to make sure that the tack is cleaned and put back in good condition after your ride. If you notice any damaged equipment please report it to a staff member.

Proper attire at the barn

A modest "dress code" is in effect for riding at Meadowvale, for both safety reasons and

professionalism. Please follow our guidelines below:

- Hair should be tied back in a ponytail (or braid, or bun) while handling horses and riding
- No dangling earrings should be worn around horses or while riding
- No earphones may be worn when handling horses or riding
- A T-shirt, or golf shirt should be worn and tucked in (if loose). Spaghetti straps or strapless tops are not appropriate for riding.
- Proper riding pants, such as breeches or jodpur's should be worn. Not baggy or loose pants.
- As per the riding safety rules of course a properly fitted riding helmet, and riding boots are required.
- Proper shoes covering the toes must be worn by **all people** handling and in close proximity to, the horses. Therefore, if you are in the barn with your son or daughter and helping, it is expected that you should also be wearing closed toe footwear for protection.

Smoking

There is absolutely no smoking permitted near the barn or on the property. Hay is very flammable and smoking can pose a serious fire hazard. If you smoke you may smoke in your vehicle.

Safety Equipment

There is a first aid kit (for humans) located in the tack room. First aid supplies for horses can be obtained from barn staff and is located in the feed room.

Fire extinguishers are located near both main doors to the barn

Emergency lighting is in place in the event of a power outage.

Children

Children who are accompanying parents and siblings to riding lessons are welcome to come and watch lessons. Children not participating in lessons may not approach or touch the horses or enter horse paddocks without a staff member or knowledgeable parent present and supervising.

Children must also refrain from other disruptive behaviour including yelling, screaming, throwing rocks etc that may disrupt the horses and lessons.

We have very quiet and patient school horses here, but we must also consider that it is a horse's nature to spook. Additionally, some of the horses on the property are young, untrained horses or energetic show horses so please be considerate.

Dogs

You may bring your dog along with you as long as he/she remains on a leash at all times, and does not misbehave, such as barking, growling etc. Note that our dog, Codie, has free run of the farm and it is your responsibility to ensure that your dog is well socialized.

Vehicle Safety

Please be aware that there may be horses, riders, children and dogs around at any time. Please drive slowly when entering and exiting Meadowvale Farm.

Please also refer to the following documents:

- Riding Safety Rules
- Arena safety Rules
- Meadowlave Farm Lease contract
- Meadowvale Farm boarding contract
- Waiver Forms
- New rider Registration form