

Diamond C Stables & Ranch LLC

Payment Policy:

It is required that lessons are pre-paid each month during the first week of the month (especially if payment is by check). If payment is not received by the 7th of every month, a \$10 late charge will be applied. Any exception must go through Debbie Culver (210-514-0300). If lessons are missed and not made up, the payment(s) for the lesson(s) will NOT carry over to the next month. **We do not offer refunds.**

Make-Up Policy:

Make-up lessons will need to be made up within the same month as the missed lesson, dependent on the instructor's schedule. If lessons are not made up within that timeframe, payment will be lost for that lesson. Group lessons will be made up in a group or pay the extra for a private.

Cancellation Policy:

Cancellations must be made at least 24 hours prior to your lesson, via text/call. No emails! If a 24-hour notice is not given (we must have been notified and confirmed your notification) and there is not a deemed valid reason/emergency, you will be held responsible for the full amount of the lesson. Should more than two consecutive lessons be missed, and not paid for the student will need to be removed from the roster.

Ride Time Policy:

We allot 10 minutes at the beginning of every lesson for retrieving, grooming, and saddling your student's horse and 10 minutes at the end of every lesson for untacking, grooming/washing, and putting that horse away. During hot summer months, we might dismount a few minutes early to allow for rinsing horses off. During group lessons, instructors may be pulled many different directions at once and we do our best to tend all of our students' needs during that time allotment. Please understand that these things take time for students to learn and that earlier on it may take longer than those 10 minutes. We strongly invite parents to be a part of the tacking/ untacking process, but it is not required*. Our lessons typically run back to back, so it is important that we are finished on time to adequately move forward with our next set of students. We also recommend that you arrive around ten minutes early so your student has enough time to get ready. That being said, horses shall not be saddled and bridled until at least the student's lesson has started. We do not want horses standing around (tacked up) longer than necessary.

***Late Policy:**

It is VITALLY important that you arrive for lessons on time, particularly during group lessons. Should you arrive late, you (the parent/guardian) will be responsible for helping your own student get ready if they cannot do so entirely on their own. It is not fair for all the students in a given lesson to lose out on ride time due to tardiness.

Attire Policy:

Sandals, flip flops and open-toed shoes of any kind are NOT allowed in the barn or anywhere, where the horses are at or go. It is best to wear tennis shoes or closed toe shoes when being out at Diamond C Stables.

Attire Policy:

For riders, proper attire is a must! Long pants/jeans are required, though we prefer riders not wear leggings or other stretchy pants that are not specifically made for horseback riding (like breeches/jodhpurs), as leggings may be slippery and not provide enough "grip". Footwear must be heeled and have a low tread or be smooth soled. We will allow sneakers in the beginning, but your student's ability to participate in certain lesson exercises may be restricted due to this footwear. Helmets must be ASTM/SEI approved Horse helmets. If you do not have one, Diamond C will provide one.

Weather Policy:

Warm weather - When it is hot outside, make sure your student has water available to them.

Cold weather - Keeping in mind that we do get cooler than the city, ensure your student is dressed appropriately, layering works very well (jackets, sweaters, gloves, beanies, etc.)

Raining We continue lessons in extreme weather (thunderstorms, high heat, snowfall, wind, etc.), we may need to move to an "indoor lesson."

Indoor Lesson Policy

Rather than riding, your student will spend their lesson learning some of the things that they would not ordinarily have the time to learn during a regular lesson (e.g. knot tying, medical information, hoof care, terminology for parts of the bridle/saddle/horse, horse behavior and language, etc.). There are MANY intricacies involved in working with and around horses, so we must take the time to teach these lessons

properly. With the goal being for everyone to become self-sufficient, these are all very important skills to learn. Note that indoor lessons are something we may do at any time, not just during bad weather.

Visitors/Spectator Policy:

Anyone on Diamond C Stables property must have a completed current liability form. Children not taking lessons need to be supervised at all times. Parents are invited to watch all aspects of the lesson and are encouraged to ask questions. However, when students are riding, we ask that all spectators keep comments/critiques/criticism to themselves unless otherwise asked. Students need to focus on their instructor/the task at hand and not be distracted by their parents. When, on the rare occasion, a horse gets loose everyone other than staff needs to remain on the arena deck. We appreciate the helpful sentiment but we do not want anyone, human or horse, getting injured.

Gate Policy:

When students progress to the point of retrieving and returning horses to their paddocks/stalls/ pastures by themselves, they are responsible for ensuring the horse(s) are secure. This means that the chains around each paddock/pasture gate must remain fastened at all times (only being undone when moving in/out of that gate) and that stall doors are closed all the way. We take this very seriously, as loose horses create a large problem and can pose a significant danger.

Should horses escape/be let loose or chains be left off gates, those found responsible will be issued "strikes" and, depending on which "strike" a person is on, may be subjected to a monetary fine.

Miscellaneous Policies/Rules:

1. There is no smoking/vaping of any kind on the premises.
2. Walk, do not run in and around the barn, especially when horses are present. Horses are flight animals that can interpret running as a cause for concern.
3. If a student's horse goes to the bathroom on the road or in the barn aisle, it is the student's responsibility to clean it up.
4. The number of people in a stall should not exceed two, typically the student and instructor or parent.
5. We are not responsible for damage done to student's own tack/equipment, as we provide all necessary tack/equipment.

The speed limit at Diamond C Stables is **5 mph, no exception!** With all the children/horses/ dogs/cats/etc that are on the property at any given time, it is very dangerous to speed. This is a very serious offense and those caught speeding may be subjected to a monetary fine. Trailers have the right-of-way on the drive Gate Code: #1616

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All policies are designed with everyone's safety in mind and to maximize learning experiences. Please ensure that your student is aware of the policies that affect them. We reserve the right to amend policies/rules as needed. I have read this document in full and accept its terms.

Signature

Date

Printed Name Student(s) Name(s)

1/27/2024