



DIAMOND C STABLES & RANCH LLC
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DIAMOND C STABLES & RANCH LLC
PARTICIPATION AND CONDUCT POLICY

This agreement is entered into between Diamond C Stables & Ranch LLC (“**Diamond C**”) and the undersigned student (*or their parent/guardian*) to ensure a safe and enjoyable environment for all participants. By initialing and signing below, **I, the undersigned student (*or their parent/guardian*), acknowledge that I have read, understand, and agree to the terms and conditions outlined in this agreement** as a condition of participating in any activities, events, or programs with Diamond C. I further understand that **failure to adhere to the policies outlined may result in disciplinary action**, including monetary fines or prohibition from participating in Diamond C activities and accessing the premises:

_____ 1. **Payment Policy:** Lesson payments are due in advance during the first week of each month for the full month. If payment is not received by the 7th of each month, **a late fee of \$10 will be assessed**. Any exceptions to this policy must be approved by Debbie Culver. **No refunds will be provided for missed lessons**, excused or unexcused, and any payments made do not carry over as credit to future months or lessons (*see section 2, Cancellation Policy and Missed Lessons, and section 3, Make-Up Policy*).

_____ 2. **Cancellation Policy and Missed Lessons:**

- a. **Cancellation Notices:** A cancellation notice must be provided **at least 24 hours** in advance, with **confirmation of receipt** by Debbie Culver. Cancellation notice **must be provided by text or call** to Debbie Culver at (210) 514-0300. **Emails are not considered an acceptable method of cancellation notice**. Cancellations due to unforeseen circumstances, such as sudden illness or family emergencies, will also be considered excused, provided that notice is given as soon as reasonably possible. Excused missed lessons may be rescheduled within fourteen (14) days of the missed lesson at no additional charge (*see Section 3, Make-Up Policy*).
- b. **Excused Missed Lessons:** A lesson will be considered “excused” and thus available to be “made up” if appropriate cancellation notice is provided.
- c. **Unexcused Missed Lessons:** A lesson will be considered “unexcused” if a student is absent without prior notice **or** if the cancellation notice is received less than 24 hours in advance (without a valid reason). Unexcused missed lessons **will not** be eligible for rescheduling, and **payments will not be refunded for these lessons**.
- d. **Consequences for Repeated Unexcused Absences:** If a student accumulates two consecutive unexcused missed lessons, they may be subject to removal from the lesson roster at the discretion of the instructor or Debbie Culver.

_____ **I HAVE READ, UNDERSTAND, AND AGREE TO THE CANCELLATION POLICY AND POLICY FOR EXCUSED AND UNEXCUSED MISSED LESSONS, INCLUDING THE REQUIREMENTS FOR CANCELLATIONS AND THE CONSEQUENCES OF UNEXCUSED LESSONS.**

3. **Make-Up Policy:** In the event of an excused missed lesson, the student may have the option to schedule a “make-up” lesson within fourteen (14) days of the missed lesson, dependent on the instructor’s schedule. If the excused missed lesson(s) are not made up within that timeframe, **payment will not be refunded for that lesson or applied as credit for future lessons.**

- a. A missed group lesson must be made up in another group lesson; **or**
- b. An additional surcharge can be paid to make-up the lesson privately.

4. **Ride Time Policy:** Diamond C allots ten (10) minutes at the beginning of every lesson for retrieving, grooming, and saddling the student’s assigned horse, and an additional ten (10) minutes at the end of every lesson for untacking, grooming/washing, and returning the horse to its stall or designated area. During hot summer months, dismount at lesson end may take place a few minutes earlier to allow for rinsing horses off. During group lessons, instructors may need to attend to multiple students simultaneously and will make every effort to address the needs of all participants within the designated time. Please understand that learning these skills requires time, and in the early stages, some students may require more than the allotted ten (10) minutes. Diamond C strongly encourages parents to participate in the tacking and untacking process, though it is not required (*see section 5, Late Policy*). As lessons are typically scheduled back-to-back, it is essential that each session concludes on time to ensure a smooth transition for the next group of students. Students are encouraged to arrive approximately ten (10) minutes early so as to have sufficient time to prepare. Students **should not arrive any earlier** to begin preparing their horses unless an instructor or Debbie Culver has explicitly deemed them competent to do so without immediate instructor supervision. To minimize the time horses spend standing while tacked up, horses should not be saddled and bridled earlier than twenty (20) minutes prior to the lesson’s scheduled start time.

5. **Late Policy:** It is of utmost importance that students arrive on time for their lessons, particularly for group sessions. In the event of tardiness, the responsibility for preparing the student falls to the student or their parent/guardian if the student is not fully capable of doing so independently. ***Payments for lessons will not be refunded, in whole or in part, for any portion of a lesson missed due to tardiness.***

6. **Attire Policy:** Sandals, flip-flops, or open-toed shoes of any kind are **strictly prohibited** on Diamond C property. Tennis shoes or other closed-toe shoes are recommended while on Diamond C property. Proper attire is required for riders, including long pants or jeans. Leggings and other long pants not specifically designed for horseback riding (*ie. equestrian breeches or jodhpurs*) are discouraged, as they may be slippery and lack sufficient grip. Riders must wear heeled footwear with a low tread or smooth sole. While sneakers are permitted initially, participation in certain lesson exercises may be restricted due to this type of footwear. As Diamond C is a family-friendly facility, any attire featuring vulgar or obscene imagery or language is not allowed.

7. **Safety Equipment Policy:** An ASTM/SEI-approved riding helmet must be worn **at all times** whenever a student is mounted on a horse. This requirement is in place to ensure the safety of all riders. If a student does not have an approved helmet, Diamond C will provide one for use during lessons. **Compliance with this policy is mandatory and non-negotiable.**

8. **Speed Limit Policy:** **THE SPEED LIMIT ON THE PROPERTY IS STRICTLY 5 MPH, WITHOUT EXCEPTION. WITH THE PRESENCE OF CHILDREN, HORSES, DOGS, CATS, AND OTHER ANIMALS, SPEEDING POSES A SIGNIFICANT SAFETY RISK. VIOLATIONS OF THE SPEED LIMIT**

ARE CONSIDERED SERIOUS OFFENSES AND MAY RESULT IN A MONETARY FINE. *Please note that trailers have the right-of-way on the drive.*

9. **Weather Policies:**

- a. **Warm Weather:** In hot conditions, students should keep water readily available to stay hydrated during lessons. Please dispose of any empty plastic bottles in designated trash receptacles.
- b. **Cold Weather:** As temperatures at the stables can be cooler than in the city, students should be dressed appropriately for the weather. Layered clothing, such as jackets, sweaters, gloves, and beanies, is highly recommended for comfort.
- c. **Rain and Extreme Weather:** During extreme weather conditions (e.g., thunderstorms, high heat, snowfall, strong winds), lessons may be moved indoors for the safety and comfort of all participants.
- d. **Indoor Lesson Definition:** During an indoor lesson, students will focus on learning important aspects of horsemanship that may not be covered during regular riding sessions. This may include skills such as knot tying, understanding medical information, hoof care, terminology for parts of the bridle, saddle, and horse, as well as understanding horse behavior and communication. These sessions are designed to teach the many intricacies of working with and around horses, aiming to foster self-sufficiency. **Indoor lessons may be conducted at any time at the instructor's discretion, not solely in response to adverse weather conditions, as they are an integral part of horsemanship education and developing a well-rounded understanding of equine care and handling.**

10. **Visitors/Spectator Policy:** All individuals on Diamond C property, whether students, parents, minors, or adults, must have an up-to-date executed Liability Form on file. Children who are not participating in lessons must be supervised at all times. Parents are welcome to observe all aspects of the lesson and are encouraged to ask questions. However, during riding sessions, spectators are asked to refrain from offering comments, critiques, or criticism unless specifically requested by the instructor. In the rare event that a horse unintentionally gets loose, all individuals *except staff members* must remain on the arena deck while the horse is secured. For the safety of all individuals and horses, please do not attempt to assist unless explicitly instructed to do so.

11. **Gate Policy:** When students reach the level where they can independently retrieve and return horses to their paddocks, stalls, or pastures (*see Section 4, Ride Time Policy*), they are responsible for ensuring that the horses are properly secured. This includes keeping chains fastened around paddock and pasture gates at all times, except when passing through, and ensuring that stall doors are properly closed and latched. Adherence to these guidelines is critical, as unsecured horses can pose serious safety risks. Students who repeatedly fail to properly secure gates or stall doors may face disciplinary action, **up to and including a monetary fine.**

12. **Miscellaneous Policies/Rules:**

- a. Smoking or vaping of any kind, including but not limited to cigarettes, cigars, e-cigarettes, disposable vapes, or any other smoking devices, is strictly prohibited in all areas of the Diamond C premises, including indoor facilities, arenas, outdoor spaces, parking areas, and stables.
- b. **Please walk, do not run,** in and around the barn. As natural flight animals, running may alarm or panic the horses, potentially leading to safety risks for both humans and horses.
- c. Students are responsible for cleaning up after their assigned horse if the horse relieves itself on the road or in the barn aisle.

- d. The number of individuals in a stall should not exceed two (2), typically limited to the student and an instructor or parent.
- e. Students are responsible for keeping track of any personal items, tack and/or equipment. Students are permitted to bring their own gear, **provided it has been approved and deemed appropriate for use**. However, Diamond C supplies all necessary equipment and assumes no responsibility for the loss or damage of students' personal belongings.
- f. Please maintain the cleanliness of the facility by properly disposing of trash and keeping track of any personal belongings to ensure they do not obstruct common areas or get left behind. This helps to preserve a safe and orderly environment at Diamond C.
- g. Gate Code: #1616

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All policies are established to prioritize the safety of all participants and to enhance the learning experience. It is the responsibility of each participant, and their guardians where applicable, to be fully informed of the policies that apply to them. Diamond C reserves the right to amend these policies and rules as necessary and without notice.

By signing below, I acknowledge that I have read this **Participation and Conduct Policy** and agree to its terms and conditions. I understand I may contact Debbie Culver with any questions or concerns.

Student Full Name

Date

Student Signature (if 18 years or older)

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OR

If student is a minor under the age of 18:

By signing below, I confirm that I am the parent or legal guardian of the minor student named below. I have read this **Participation and Conduct Policy** and agree to its terms and conditions on their behalf. I understand I may contact Debbie Culver with any questions or concerns.

Minor Student Full Name

Date

Parent/Guardian's Full Name

Parent/Guardian's Signature