

POTOMAC HORSE CENTER'S RIDING LESSON POLICIES AND PROCEDURES

We are committed to the safe enjoyment of horsemanship, and as such require that you follow our policies and procedures at all times. Please read and agree to the following rules and regulations. If you have any questions, you are always welcome to bring them to our attention.

Part 1: Before you ride

Arrive 10 minutes prior to lesson start time. **PLEASE ARRIVE ON TIME! Late arrivals to one's lesson are extremely disruptive & unfair to other people in the class. We reserve the right to refuse entry into any class in progress and you will be charged for the lesson. MINI-MITES MORE THAN 10 MINUTES LATE WILL NOT BE ADMITTED TO THE LESSON IN PROGRESS.** The following clothing and equipment are required:

- ✓ Sturdy shoes or boots with smooth sole and a separate and defined heel of at least ½ inch, not to exceed 1.5 inches
- ✓ Well – fitting long pants
- ✓ A riding crop
- ✓ A horseback riding helmet that was manufactured after 2018 and is ASTM/SEI approved

Riders wearing inappropriate apparel such as shorts, sneakers, etc. will not be allowed to ride resulting in forfeiture of the lesson and ineligibility for a make-up lesson.

You are welcome to use Potomac Horse Center helmets and footwear located in the Main Aisle tack room; however, availability is not guaranteed as they are provided on a first come, first served basis.

Lessons are held year-round in 10, 11, or 12 week sessions. All riding lessons are scheduled in an indoor arena and may be relocated to outside riding arenas weather permitting.

Potomac Horse Center is open for business every day of the year except for Thanksgiving and Christmas days. Some Sunday lessons may be canceled for PHC Open House, and some PHC Horse Shows.

All minors must be accompanied by a parent or adult guardian while on PHC premises. PHC cannot and will not be responsible for any child or children left unattended/unsupervised by their parent or guardian. Absolutely NO DOGS are permitted anywhere on PHC premises. Service dogs shall be removed if they pose a direct threat to the safety of others by barking, growling, snarling, or lunging at others, or by spooking horses.

Riders must personally check-in at the front desk window located in the Main Barn Lounge on the second floor or at the check-in table located near the bathrooms. If you check in at the Front Desk, the office staff will record your presence, provide a horse assignment, and direct you to your lesson location. If you check-in at the check-in table, you will look for the time of your lesson, find your name on the list, and next to it will be the horse and ring assignments. Once you see your name put a check next to it, and proceed to your assigned horse's stall.

First time Riders at Beginner levels will be given directions to the location of helmets, and the location of a stall where basic horse safety procedures and Potomac Horse Center policies will be explained to the entire group. The first class will typically consist of using one horse to teach how to mount and dismount, adjust stirrups, and how to get your horse into and out of its stall, cooling out procedures, etc.

Part 2: During your lesson

All riders are responsible for properly leading their assigned horse to the assigned arena and returning their horse to its stall when the lesson is finished.

All lessons will include time – as determined by the Instructor – to mount, adjust tack, properly warm-up, dismount, cool-down and return the horse to its stall. A 30 or 60 minute lesson does not constitute 30 or 60 minutes in the saddle. There may be additional procedures necessary for the proper care of your assigned horse. These include, but are not limited to: hosing, sponging, walking-out, and blanketing. Important horsemanship skills (other than solely riding) will be taught DURING YOUR LESSON as deemed necessary by the Instructor.

Part 3: After you ride

Proper cool-out after a lesson is critical to a horse's well-being. Your Instructor will advise as to when this is required. There will be a \$20.00 additional charge if your horse is not properly cooled-out before being returned to the stall. This fee, once assessed, must be paid in full prior to your next lesson assignment.

Please return any borrowed equipment, including helmets, boots, and crops to their designated location.

Clients are welcome to inform the scheduling desk if they do not wish to be assigned a particular horse the following week. Any such requests must be updated after each ride and will not carry forward from week to week or lesson to lesson. It is the Rider's responsibility to inform the office staff of their wishes after each and every lesson. Only one horse at a time may be "no-ride" requested. Lesson horses are assigned by the Instructor and/or stable management each week – rider requests will be considered but are not guaranteed.

Part 4: Your Class

Group classes are limited to a minimum of four (4) and a maximum of eight (8) students, except when the arena is divided and shared. In that instance, the maximum will be six (6) students on either side. Mini-mite classes are one-half (1/2) hour in length, and limited to four (4) children per group.

If no more than three (3) persons register for a group class, Potomac Horse Center, Inc. may recategorize the class to a semi-private class at the semi-private rate. If the rider does not wish to participate in a semi-private lesson, the rider has the option of being reassigned to another group class.

When, because of rider absences, attendance in a one (1) hour group lesson drops to only one Rider, the lesson duration may be reduced to 30 minutes. With only two (2) or three (3) riders, the lesson may be reduced to 45 minutes. If your partner drops out of a semi-private lesson, your only options are 1) find another partner, 2) pay the private lesson rate, or 3) join a group at your level.

Potomac Horse Center may substitute Instructors at any time for any reason. Substitutions do not change the terms of this service agreement in any way.

Part 5: Lesson Cancellations and Make-ups

ALL cancellations of lessons (snowstorm exception below) must be made through the office (not your instructor) by phone, voice mail, in-person, and/or email delivered to the office and/or sent via email at least 24 hours prior to the lesson to qualify for a make-up lesson. PHC DOES NOT CLOSE FOR ANY SCHOOL BREAKS. CANCELLATIONS DURING THOSE WEEKS ARE THE RESPONSIBILITY OF THE RIDER.

For a prepaid full (Option #1), a late cancellation will result in forfeiture of the lesson thereby making it ineligible for a make-up. For Pay-as-you-go (Option #2) clients, the lesson rate will be charged for a late cancellation and no shows. An instructor, horse and arena have been reserved for you. THERE ARE NO EXCEPTIONS TO THIS POLICY.

A make-up lesson is forfeited if the client cancels or does not show-up for the make-up lesson. A cancelled or missed make-up lesson is NOT eligible for rescheduling.

Two (2) make-ups per prepaid full session registration are allowed with strict compliance to the above cancellation procedure. Partial sessions (nine lessons or less) are eligible for only one (1) make-up.

In the case of sudden illness or injury: a prepaid full session Rider may use one (1) of their two (2) make-ups without canceling 24 hours in advance with the submission of a legible note from the treating Medical Doctor on the practice's office letterhead or prescription pad, additionally subject to PHC administrative confirmation, approval, and acceptance.

Make-ups are the Rider's sole responsibility to schedule and are subject to availability. Make-ups are not guaranteed, not transferable and are non-refundable. If a Rider is offered an opportunity to make-up a Rider's cancelled lesson and refuses the day(s) and time(s) available for the Rider's skill level, PHC's obligation to schedule the make-up is ended and the make-up is forfeited on the last day of the session – excepting the 30 day extension in the following paragraph.

Make-ups do not transfer to a future session except for a Rider who properly cancels one (1) lesson within the last two weeks of a session, and is then eligible for one (1) make-up lesson in the next 30 days of the next session, or in the event of lesson cancellation by Potomac Horse Center, within the last two weeks of a session, due to inclement weather, power failure, or other reasons beyond PHC's control. All such make-ups must be completed within the first thirty (30) days of the next session, otherwise the lesson is forfeited without refund or credit.

Snow Cancellations: PHC typically remains open for business when it snows. Your assigned horse will be tacked and ready for you unless you call to advise us no less than two (2) full hours prior to your lesson that road conditions preclude your appearance at the lesson. This exception to the 24 hour cancellation policy will not be granted unless precipitation has actually begun to accumulate! Flurries and anticipated winter weather events do not constitute valid reasoning for a short notice snow cancellation. Without any notification, your lesson will be forfeited.

Part 6: Registration and Payment

Our session registration is planned to occur two weeks prior to the beginning of a new session. However, you may register at any time, subject to class availability. All riders are required to complete a new registration form and liability waiver for each session.

Clients enrolled in the previous session may register during the first week of registration to reserve their current spot if the class is continuing or move to another available appointment. New clients typically register during the second week of the two week registration period. Private or Semi-private lesson availability is not guaranteed from session to session.

Therapeutic classes are not offered under purchasing option #1 below. With payment option #2, a late cancel claimed as sudden illness or injury requires submission (within 48 hours of the cancel) of the treating Medical Doctor's note on the practice's office letterhead or prescription pad. Acceptance is subject to PHC consideration as above.

Regardless of your choice of payment options, a riding lesson will not be provided without a valid credit card on file in the PHC office. PHC reserves the right to deny service to any client/rider whose account is in arrears in any amount.

C H E C K O N E	<input type="checkbox"/> Purchasing Option #1: A non-refundable \$100 Registration Fee per registrant/per class is required at the time of enrollment for a full or late-registered partial session of lessons at a prorated rate. Registration fee will be credited to your session tuition when you pay the remaining balance <u>prior to the first lesson of the session</u> . You must be paid in full by the start of the first lesson of the session & ride the full session – otherwise you will be charged as an Option #2.
	<input type="checkbox"/> Purchasing Option #2: If you choose to pay-as-you-go under Option #2, you must tender a non-refundable \$100 Booking Fee at the time of registration, plus valid credit card information to be kept on file in the PHC office. We will charge for each lesson on or about the day after the lesson. Late cancellations and no-shows will be charged the full lesson rate.
	<input type="checkbox"/> Purchasing Option #3: Therapeutic Riding Program – Payment of a one-time, refundable registration deposit is required at time of registration, plus valid credit card information to be kept on file in the PHC office. We will charge for each lesson on or about the day after the lesson. Late cancellations and no-shows will be charged the full lesson rate.

NO REFUNDS on prepaid program fees with the possible exception of legitimate medical reasons that are accompanied by a legible note from the treating Medical Doctor on office letterhead or prescription pad additionally subject to PHC administrative consideration and approval. "Registration Fee(s)" or "Booking Fee(s)" are not refundable in any circumstance.

Part 7: Late Registration

Clients may register at any time during a session on a space available basis with only one (1) make-up allowance per partial session. If you are registering for a partial session after the two week registration period has ended, and purchase all of the remaining weeks of the session paid in full at the time of registration, you will pay the pro-rated rate.

Part 8: Refusal of Service

Potomac Horse Center, Inc. reserves the right to refuse service to anyone at any time. While it is not possible to list every circumstance in advance, some examples include: incorrect attire; inappropriate or abusive behavior to horses, staff, or other clients; disregard for the rules, regulations and procedures stated within this document or otherwise – written or oral, late arrival for lessons, weight exceeding horse's ability to carry, excessive anxiety, or language barrier sufficient enough to be a safety concern.

Part 9: Practice Rides & School Horse Lease Rides

Practice and School Horse Lease rides are only available to clients who are currently registered for lessons at the intermediate level and above, who can walk, trot, and canter in a group, and who can mount and tack independently. You must have permission from your instructor, and at no time is a practice ride or school horse lease ride availability guaranteed.

Part 10: Invoices/Statements

PHC does not prepare/provide invoices for past lessons. However, PHC will verify/provide proof of your prepared document and sign it as needed, with at least thirty (30) days notice and for a fee of \$25. Please note that we do not provide this service beyond the previous session.

Part 11: Acceptance of Terms of Service

BY AFFIXING MY SIGNATURE BELOW, I hereby certify that I have carefully read, understand, and willingly accept and agree to the terms, conditions, policies and procedures as set forth in this Agreement. I acknowledge and agree that PHC occasionally takes or purchases photographs of students in PHC or related equine activities for marketing purposes. PHC has my permission to use such photographs taken of me or any individual under my care or responsibility. I am aware that a copy of this completed Agreement, for reference, is available upon my request.

If the lesson registrant is a minor, the Parent or Legal Guardian must sign this Agreement. If payment for the session is tendered by another person on behalf of the registrant, payer's signature is additionally required. **A CURRENT PHC LIABILITY RELEASE on page 4 must be completed with this Agreement.**

X

Signature of Rider (Parent or Legal Guardian if Rider is a minor)
 Sorry: Electronic signatures may NOT be used

DATE

PRINTED NAME OF SIGNER

X

Signature of Payer (If different person other than Rider/Parent/Guardian)

DATE

PRINTED NAME OF SIGNER

Registered by: _____
Signature of Employee: Potomac Horse Center

DATE

Credit Card #

_____/_____
EXPIRE **CVC Code**

**POTOMAC
HORSE CENTER**



14211 Quince Orchard Road
North Potomac, MD 20878
Phone 301-208-0200

Name of Rider: _____

Liability Release: IN CONSIDERATION of the Potomac Horse Center, Inc. (“PHC”), allowing my participation in this activity or any other activity, under the terms set forth herein, I the rider or visitor, for myself and on behalf of my child and/or legal ward, heirs, administrators, personal representatives, or assigns, do agree to fully indemnify and hold harmless from any and all costs and expenses, including but not limited to ambulance service fees, release and discharge PHC, it’s owners, agents, employees, officers, directors, representatives, assigns, members, owners of premises and trails, if applicable, (including but not limited to the Maryland-National Capital Park and Planning Commission and it’s employees, and Montgomery County, MD), affiliated organizations, insurers, and others acting on behalf of PHC or the individuals and entities set forth herein (hereinafter collectively known as the “Parties”), of and from all claims, demands, causes of action and legal liability, whether known or unknown, anticipated or unanticipated, due to PHC and the Parties ordinary negligence; and I do further agree that except in the event of gross negligence and willful and wanton misconduct, I shall not bring any claim, demand, legal action and/or cause of action, against PHC and/or the Parties for any loss (including but not limited to economic and non-economic loss, loss due to bodily injury, death and/or property damage as well as damage to my horse or any horse borrowed or leased by me) sustained by me and/or my minor child and/or legal ward in relation to this activity or any other activity, the premises and operations of PHC, to include while riding, handling or otherwise being near any horse at this activity or any other activity, whether the horse is owned by or in the care, custody, and control of PHC, or a third party, on or off the premises of PHC.

I understand and acknowledge that horseback riding is a dangerous sport activity and that there are numerous obvious and non-obvious inherent risks involved in riding and working around horses, such risks can include bodily injury and even death and are always present in such an activity despite all safety precautions. Horses are unpredictable prey animals with flight as their first instinct, and while PHC has made every effort to selectively choose and properly train all school horses, safety can never be guaranteed. For that reason, ASTM/SEI approved horseback riding helmets, appropriate apparel, and strict adherence to PHC rules and regulations are mandatory at all times. A body protection vest, commonly used by cross-country riders, may offer additional protection and is therefore approved for use at PHC if Rider chooses to own and use one.

X _____
Rider’s signature (Parent or Legal Guardian if Rider is a minor)
Sorry, Electronic signatures may NOT be used

DATE

PRINTED NAME

By: _____
Witness: Potomac Horse Center, Inc.

DATE

Winter 2023-2024 Registration Form

IMPORTANT!!

Form must be complete!!

1. Page 1 - Fill out the grid with DAY, TIME, LEVEL, & Instructor
2. Page 3 - PICK A PAYMENT OPTION, ENTER CREDIT CARD PAYMENT INFORMATION, AND SIGN FORM
3. Page 4 - Sign Release