



## Ian Millar School of Horsemanship Policies

January 1st, 2024

- **COMMUNICATION:** All communication including but not limited to, lesson confirmations and cancellations, is to be done by **EMAIL ONLY**.
- **PAYMENT:** Payment for lessons is due 7 days following receipt of invoice. **Lessons are sold in monthly blocks.** 1.5% interest will be accrued on all invoices over 30 days. There will be 3% processing fee for any credit card payment on an invoice over \$2,500. Any accounts outstanding more than 30 days overdue will result in a lesson freeze until the account is up to date.
- **HOLD FEE:** Riders who wish to take a leave of absence from lessons while holding their lesson time/spot, will be required to pay \$25 (+HST) per lesson that they will miss in order to save their lesson time for their return. WCP reserves the right to approve leave of absence on a case-by-case basis with 30 days' notice, this is a non-refundable fee. Please note that this rule does not apply to boarders. **This fee can be used instead of being invoiced for the full lesson rate if prior to invoicing.**
- **CANCELLATION POLICY:** In the event that you need to withdraw from class, please email [lessons@wesleycloverparks.com](mailto:lessons@wesleycloverparks.com) 30 days prior to your withdrawal. You can withdraw from lessons mid-month, but you will not be refunded for lessons missed.
- **ARRIVAL FOR LESSONS:** WCP requests that all students, with the exception of horsemanship, be in the barn 30 minutes before their scheduled lesson time in order to properly care for and tack up their horse.
  - If riders consistently show up less than 15 minutes before their scheduled lesson, WCP reserves the right to decline the lesson or invoice a tack up fee of \$30.00 +HST.
  - Following your lesson, your horse must be groomed properly, and all tack must be cleaned with leather soap and water (bits MUST be cleaned). A \$30.00+HST fee will be charged if this is not done appropriately.
  - Horsemanship clients are to arrive at their scheduled lesson time, unless otherwise arranged by their instructor.
- **MAKE-UP LESSONS & ABSENCES:** **If a lesson is missed for any reason, it is not eligible for credits or adjustments.**

Credits/adjustments will be available for the following circumstances:

  - If your child is diagnosed with COVID-19, a credit is available upon request, for the remaining classes in that month. Proof of the diagnosis is required, e.g., screenshot of the COVID test result or notification from Public Health.
  - If Ottawa Public Health confirms that your child cannot attend a lesson, a credit is available upon request. Proof of the directive is required, e.g., screenshot of the notification from Public Health.
  - Cancellations for any other medical reasons must be supported by a medical note in order to be considered for a credit.
  - Refunds will no longer be available under any circumstances. The full value of your credit will be applied to your account for future use.
- **CANCELLED CLASSES/CLASS CHANGES:** While we do our best to avoid cancelling classes, we may sometimes have to do so. If we need to cancel for any reason, the cost of a class will be credited to your account. IMSoH strives to keep scheduling and instructors consistent, however from time to time there may be scheduling or instructor changes. We do our best to keep parents and students informed of upcoming changes.



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- **DEVELOPMENT OF THE RIDER:** IMSoH believes strongly that horsemanship skills are a necessity to staying safe and building well-rounded riders. Please be aware that our instructor team will be providing both on-horse and theory lessons as part of their lesson plans. No credits will be offered if a rider declines a theory lesson.
- **WEATHER:** Our weather policy states that when the weather reaches +35 with humidity, or -35 with wind-chill your lessons may be modified for the safety of our horses and students – this will be up to the discretion of your instructor.
- **SAFETY NOTES:**
  - For your safety and that of our horses, only staff, riders & volunteers are permitted in the barn areas and arena.
  - For the safety of the horses, students, and families, WCP requests that all small children are properly supervised by an adult at all times. Family and friends are respectfully requested to not interfere in lesson time by speaking to students or entering the ring when viewing is permitted.
  - Please note that dogs are not permitted in the barn/office or arena and must be always on a leash while on-site.
  - WCP requests that riders do not hand feed any treats to the horses. That they must be placed in their feed tub/ground.
  - Please note that all students will need to purchase their own helmet and grooming supplies after assessment and horsemanship program if they haven't done so already.
- **ANTI-ABUSE, HARASSEMENT & DISCRIMINATION PRACTICES :**
  - Our centre maintains high standards for positive interaction, communication, and role-modeling for children. Harassment, abuse, and discrimination will therefore not be tolerated from any party. If at any point a parent/guardian, provider or staff feels uncomfortable, threatened, abused or belittled, they may immediately end the conversation and report the situation to their instructor and/or our lesson coordinator.
  - Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect. If a parent/guardian, instructor or staff expresses concerns that a child is being abused or neglected, they will be advised to contact the local Children's Aid Society (CAS) directly. Persons who become aware of such concerns are also responsible for reporting this information to CAS as per the "Duty to Report" requirement under the Child and Family Services Act.

**By signing below and/or participating in lessons at Wesley Clover Parks' Ian Millar School of Horsemanship, I agree to the terms of the lesson program indicated below, and the terms of the policies above.**

Print rider Name: \_\_\_\_\_ Signature: \_\_\_\_\_

- **If rider is under 18 years of age:**

● Print Parent/Guardian Name: \_\_\_\_\_ Signature: \_\_\_\_\_