

Ivey Ranch Park Association Equestrian Program Policies

Absentee / Sick

An absence can be excused / credited if the office is contacted AT LEAST four (4) hours ahead of the scheduled riding time. If we do not receive at least 4- hour notification of a cancellation you will be considered a "no show" and no credit will be issued. Weekly riders are allowed one (1) excused absence every other month, bi-weekly riders every 8 weeks and once a month riders every 16 weeks (this includes sickness and vacation). You must call the business office at (760) 722-4839.

Continuing Riders

If you plan to continue riding the following month, payment must be received by the first lesson of the month. The following Month, Time, Day and Slot will only be held if payment is RECEIVED by the first lesson of the month that the rider is currently participating in.

Family Compliance

When you come for lessons with your child you are asked to "leave your child at the gate". You are welcome to sit at the benches outside of the fence, or in your car, or even at the benches by the Horse Office, but the idea is that the Instructor takes over and that parents, family members, and friends are now JUST observers. Under no circumstances should you be handling, grooming, tacking, holding or leading horses, or coaching your child from the sidelines (that includes repeating what you heard the instructor say). The Instructor instructs - leave him / her as the authority in relation to the horses.

Interaction with Horses

Do not pet or feed any of the horses. "Visiting", which consists of looking at only, is allowed only at the conclusion of the lesson time until the next class arrives or the Instructor leaves the area, whichever comes first.

Ground Lesson as an Alternate to a Mounted Lesson

At an Instructor's discretion, a ground lesson may be alternated for a mounted lesson. Typically, this is done when a specific handling opportunity can be taught, but alternating to a ground lesson may also be chosen by the instructor if it is in the best interest of the rider and/or for safety reasons surrounding the rider.

Late Arrival

If you are more than 10 minutes late to a class you will not be allowed to participate and no credit will be issued.

Make-Ups / Credits

There are no "Make-Up" lessons. In the case of an excused absence, the rider's account is credited the single lesson fee. This credit is applied to the following month's fees. If a rider does not continue, a refund will be issued at the end of the month (by check or posted to a credit card if that is how fees were originally paid).

Pick Up

A child may be dropped off for a lesson but MUST be picked up on time. Late pick-up is cause for immediate dismissal from the program without refund.

Rain / Instructor's Absence

If lessons are cancelled due to rain there will be a message on the barn message machine that says, "Lessons for (day and time) are canceled due to rain". Please call if you are concerned about weather conditions (760) 722-4839 ext 417. If the message does not specifically say that lessons are cancelled, then they are not. Full credit will be given in the instance of rain or an instructor's absence. Finally, if there are circumstances that fall outside of these standard policies then please contact the office directly. INSTRUCTORS CAN NOT EXCUSE ABSENCES, only the office can, so please communicate with us so that attendance and books are kept accurately.