



# *Sande School of Horsemanship*

www.SandeSchoolofHorsemanship.org - 33836 Bennett Rd. Warren, OR 97053 - phone: 503-369-3008

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## CLIENT HANDBOOK

Name: \_\_\_\_\_ Date: \_\_\_\_\_

This Client Handbook describes what we expect of our clients in order to ensure a safe, mutually beneficial experience for our riders, horses and volunteers. Please read through carefully and sign that you agree to comply with the policies discussed within.

### **PAYMENT AND CANCELLATION POLICY**

- Lesson fees must be paid in advance and are due on the first lesson of the month.
- Make-up lessons can be given to clients who cancel with at least a 24-hour notice.
- We cannot credit your bill for missed lessons.
- If you know in advance that you'll have to miss a lesson, let us know within 5 days of receiving your bill and we can take it off your invoice. Otherwise we can offer a make-up lesson time as long as we receive 24-hour notice.
- Concerning Community Agency Payments:
  - I understand that Sande School of Horsemanship may make arrangements with community agencies on my behalf. I request direct payment to Kassi Euwer for authorized services and agree to terms and conditions of these third-party payee arrangements.
  - I agree to pay for Sande School of Horsemanship services not covered by third-party payee terms and conditions. I understand that Sande School of Horsemanship's Payment & Cancellation Policy supersedes third-party payee arrangements and that I am responsible for payment of services not covered by third-party payee arrangements.

### **ATTIRE:**

- All riders must wear an ASTM-approved riding helmet when mounted.
- All clients, volunteers, and anyone else who expects to be around the horses should wear substantial footwear (hard-soled boots or close-toed shoes). Students cannot participate in horse-related activities in open-toed shoes, cleats, sandals, backless shoes or water shoes.
- All students should wear long pants when riding in order to protect their legs from pinching or chafing. Fitted jeans or stretch pants are best.
- Students should tuck in their shirt when riding or wear a shirt that does not cover their hips
- In cold weather, students should come with a fitted jacket and gloves.
- Wearing loose shirts that are not tucked in or baggy coats when riding is dangerous, as the clothing can get caught over the saddle horn.

**BOOT EXCHANGE:**

If you have boots that you or your child has grown out of, please consider donating them to the boot exchange program. If there is a pair in stock that fits, you are welcome to use those in exchange for your donated pair. With each exchange, please make an \$8 donation to the program so that we have a fund available to repair boots and purchase used pairs to add to our selection. Donated boots are property of Sande School of Horsemanship and should be returned to the boot exchange when they no longer fit or if your child discontinues their program.

**CHILDREN AT THE BARN:**

Parents are welcome to bring siblings or other visitors to the lessons, but must consider such added responsibility carefully. A barn environment is not only inherently hazardous for children, but unsupervised children could cause accidents if their behavior frightens horses or distracts riders during a lesson. Sande School of Horsemanship requires siblings/visiting children to be under the supervision of their parent (or parent-designated responsible adult), at all times. It must be clearly understood that in the interest of clients' safety, the Sande School of Horsemanship staff cannot supervise clients' young siblings and friends.

**RIDER PARTICIPATION:**

Riders must be at least 3 years old to participate. For the safety of our participants and horses, we have a weight limit for our riders. They are a general guideline, and may vary based on a rider's height.

Maximum upper weight limits for riders are as follows:

- 250 lbs. for an independent rider
- 225 lbs. for a rider who needs a leader only, or a leader and spotter only
- 200 lbs. for a rider who needs a leader and 1-2 side walkers

If the rider has any type of special need, we must be informed prior to the rider's evaluation lesson. This is for the safety and maximum benefit of the participant. It may affect their most suitable program, horse and instructor. Additionally, horseback riding is contraindicated for some conditions/individuals. We follow the NARHA guidelines for precautions/contraindications for physical restrictions of riding. (See the NARHA Guide or the NARHA website ([www.narha.org](http://www.narha.org)) for detailed information). The final decision regarding participation will be made by the Sande School of Horsemanship instructors.

Additionally it is the responsibility of the adult client, or of the rider's parent or guardian to keep us apprised of any changes in the participant's medical, physical, mental, or behavioral status while riding at Sande School of Horsemanship.

Our program exists to help enhance the lives of our riders. Please understand that while many riders receive great physical, developmental and/or emotional benefits, we do not guarantee any outcomes or results of the services we provide.

## **BARN RULES**

The following rules apply to all program participants, staff members, volunteers, and anyone who visits Sande School of Horsemanship.

- Clean up all messes! This includes the crossties, parking lot, wash rack, the area in front of your stall, messes left from Vet/Ferrier, etc. All food and beverage containers must be thrown away, and your equipment must not be left around the barn or arena.
- Immediately remove horse poop from wash rack! Horse poop must be immediately removed while bathing your horse to prevent drain clogging. Sweep it to the front of the wash rack and remove with a pitchfork.
- No one may enter a pasture containing horses, handle or feed horses unless instructed to do so or accompanied by a staff member.
- No running in the barn and keep all yelling at a minimum. You never know what's around the corner, and yelling can scare the horses!
- Do not stand on fences or gates – even the weight of small children can break boards or bend the gate connectors.
- Dogs must remain on a leash or in the car. This is for the safety of your dog and our horses.
- The golf cart is to be used for feeding and strawing the stalls only by trained volunteers. No cruising allowed!
- If bringing small children to the barn, please plan for their constant supervision.
- There is no smoking or open flames allowed on the premises. Many things in and around the barn can be extremely flammable, including hay!
- Alcohol and illegal drug use is prohibited on the premises
- Absolutely no abusive, threatening, or violent behavior towards people or animals will be tolerated on the grounds.
- Everyone must sign a liability waiver before riding..
- No one is allowed to handle, feed, or pet horses unless supervised or instructed to do so by a staff member.
- All riders must wear an ASTM-approved helmet while mounted
- Children on the Sande School of Horsemanship premises must be supervised at all times.
- Report all accidents, injuries or hazardous conditions to a staff member as soon as possible.
- Sande School of Horsemanship is not responsible for damage to or loss of personal property while at our facility

## **POLICY FOR THE DISCHARGE OF PARTICIPANTS:**

Riders at Sande School of Horsemanship may be asked to leave the program for a number of reasons, including, but not limited to:

- The development of a contraindicated condition or the deterioration of a condition to the point that therapeutic riding is no longer beneficial, or could be harmful to the participant, or where safety for the rider or others has become a concern.
- Weight gain above the maximums stated previously
- Failure to complete and sign all required forms for the current riding season
- A display of fire-starting, threatening behavior, animal abuse, the abuse of children or adults, verbal abuse of volunteers or others, alcohol or drug use on the premises, or behavior that is disruptive for the normal functioning of the program
- Frequent missed lessons without advance notification

## Client Copy

I have read and understand the information provided in the Client Handbook, have asked questions about anything not clear to me, and am satisfied with the answers I have received. I acknowledge the information I have given in my registration packet is true and accurate to the best of my knowledge. I understand I may revoke my consent in writing at any time, but action taken by Sande School of Horsemanship before that time will remain covered by this form.

\_\_\_\_\_  
(Signature of Client)

\_\_\_\_\_  
(Date)

If client is under the age of 18, or is otherwise unable to sign, complete the following:  
Client is \_\_\_\_\_ year(s) of age OR is unable to sign because:

\_\_\_\_\_

\_\_\_\_\_  
(Signature of Client/Representative)

\_\_\_\_\_  
(Relationship to Client)

\_\_\_\_\_  
(Date)



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