



AHEAD With Horses

10157 Johanna Ave, Shadow Hills, CA 91040 • (818) 767-6373 • awhla.org

AHEAD WITH HORSES POLICIES

Payment Policy

To maintain a place in the program your monthly lesson fee must be paid on or before the first scheduled lesson of the month. Payment for the whole month is due every month with no exceptions, even if your child is ill or you go on vacation or bad weather requires rescheduling your lesson, etc. There are no refunds for missed lessons. Our horses need to be fed and cared for whether you are here or not. This is the same as paying for a monthly gym membership; the payment is due whether you utilize the services or not. Of course, make-ups will be given when notified in advance of an absence. Call the office at (818) 767-6373 to schedule.

If your account becomes in arrears by more than 60 days, you are at risk of being dropped from the program. If you leave the program or are terminated from the program, you are still responsible for any unpaid balance.

Cancellation and No-Show Policy

Notice of absences must be given at least 24 hours in advance if your child is **NOT** able to attend at the scheduled time. In the event of illness when advance notice is impossible, please call as soon as possible. Advance notice of vacation dates must be given. ***Any student who does not appear for their lesson and for whom there is no cancellation message will be recorded as a no-show for which there will be no make-up, however payment is still required because your spot was held.***

Continuous “No-Shows” and unexcused absences will result in termination from AHEAD With Horses' services. The office must be notified of extenuating circumstances, i.e., surgery, hospitalization, etc. Students with 3 or more no-shows in a row **WILL** be dropped from the program. Repeated intermittent no-shows may be dropped to a different time slot or dropped from the program completely.

Right to Terminate Services

AHEAD With Horses retains the right to terminate services if in their opinion continuing lessons pose a danger to themselves, others, or the horses. Lessons may also be terminated should funding no longer be available.

Students may leave the program with at least 14 days advance notice given so that we may begin the process of putting a new student in their time slot. Any unpaid balance at the time a student leaves is still due and should be paid as soon as possible to avoid collections. If a student leaves in the middle of a month or has paid in advance and leaves the program, no refunds will be made.

Heat Cancellation Policy

AHEAD With Horses Inc. places safety and health above all else. We do not want any of our clients, horses, volunteers, or staff to become ill due to excessive heat. **If it is over 100 degrees, we will cancel lessons.** Parents of clients are advised to use their discretion regarding their child's tolerance to the heat and should call the office at (818) 767-6373 if they will not be able to participate in their scheduled lesson. If you are unsure if it is over 100 degrees at the ranch and whether your lesson will be cancelled, please call the office for an update. AWH reserves the right to use their discretion regarding this policy.

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Rain Cancellation Policy

Actual rain will cancel lessons. Parents of clients are advised to use their discretion regarding their child's tolerance to the cold and damp and should call the office at (818) 767-6373 if they will not be able to participate in their scheduled lesson. If you are unsure if it is raining at the ranch and whether your lesson will be cancelled, please call the office for an update. AWH reserves the right to use their discretion regarding this policy.

Dress Code

Students **must** wear:

- Long pants
- Shirt with sleeves (long or short; T-shirt is fine)
- Socks
- Shoes with closed toe and soft heel (tennis shoes)
- An approved equestrian helmet (for those who can tolerate headgear)

Shorts, tank tops, sandals, etc. cannot be allowed for safety reasons. We strongly suggest family members wear long pants and closed toe shoes since this is a natural environment complete with mud and dirt, prickly plants, bugs, and the occasional snake.

Viewer Code

We encourage you to watch the vaulters ride, however, to maintain the most effective learning environment for our students, please:

- Sit in designated areas.
- **Keep children quiet and controlled** (i.e., do not let your child or their siblings yell or run around the property).
- Speak quietly while lessons are in progress – voices carry.
- Do not initiate interaction with students during lessons unless the instructor has asked you to.
- Tell the instructor if you wish to take photographs of your vaulter, they will let you know when that is possible and any restrictions (i.e., no flash).
- Please realize that some students do best if their family and friends are not in direct view. If this is the case with your vaulter, the instructor will show you other places to sit.

No Smoking Policy

We are in a high fire danger area and work with children that have various health issues, including breathing problems, therefore **NO Smoking** is permitted.

Photo Policy

AHEAD WITH HORSES, INC. operates on private property and as such photography/filming is restricted. You may take pictures of your own child for personal use only. Use of any photos taken on AHEAD WITH HORSES, INC. property or during lessons, including of your own child, for commercial use or publication is strictly **prohibited** without specific permission.

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STUDENT FAMILY OBLIGATIONS

Lesson payments cover less than 20% of our operating costs. We rely on donations and grants to keep our program operating. As such we need your help to help us secure funding, we therefore require the following:

- Student, family member, or guardian must write a thank you letter that we can share with program sponsors. This letter may be published.
- Student, family member or guardian **must write a progress report within the first three months** of starting the program, and **at least annually thereafter**, stating how AHEAD With Horses has affected the student. This report may also be published. These letters should indicate why you feel that this program is beneficial to your child.
- Students **must be available** to participate in demonstrations, including the Annual Children's Demonstration and Fun Day (generally the second Saturday in June). These are events that allow our students to show off their accomplishments and create public awareness of our funding needs. Students and family members may need to take time off from school or work to participate in these events.
- Students/Family Members must adhere to all AHEAD With Horses policies as outlined on the following pages.

These items are required of all program participants. They are essential tools in our constant battle to provide quality services for as many students as possible. All our fundraising efforts go directly to student services unless specifically donated to facility improvements or horse care.

We also encourage and deeply appreciate all efforts to help us procure funding by such means as approaching service organizations, church groups, businesses or employee payroll deduction campaigns, grantors, etc. You can also help by following us on social media and liking our posts, sharing our posts, and tagging us in your posts.

Thank you for your help in making AHEAD With Horses the best possible program to help your child and so many others!