



Rides & Reins TEC, Inc.
4571 Arthur Road, Slinger, WI 53086

PHONE: 262-644-8324

EMAIL: ridesandreins@gmail.com WEBSITE: ridesandreins.org

PROGRAM POLICIES

ATTENDANCE AND CANCELLATION

Once your lesson day and time are selected, we will be prepared for you each week on that day and time until you notify us or we notify you that a change is necessary.

Please call or text for all changes or cancellations. **Virginia 262-370-3993 / Renee 262-305-6273**

- Cancellations must be made 24 hours before the scheduled lesson unless it is an emergency.
- Last minute cancellations or no-shows count as a regular lesson, may be charged in full, and cannot be rescheduled.
- When riders show up later than 10 minutes after their scheduled appointment, without a call, it is considered a no-show.
- Three absences without notice may result in loss of weekly riding spot.

WEIGHT

We are able to accommodate individuals up to 175 lbs. All will be evaluated to determine if therapeutic riding is a safe and appropriate activity.

APPAREL

- Riders are required to wear SEI approved helmets. Helmets are provided by the program or the rider may purchase their own.
- Safe riding footwear includes boots or shoes with a one inch heel and smooth sole. Avoid sneakers, sandals or flimsy shoes.
- Long pants are required.
- Riders must be dressed appropriately or may not be able to participate in his/her lesson.

SAFETY RULES

As needed, a consultation will be conducted for the client between the instructor, coordinator for the day, and the client's parent(s)/caregiver to determine whether side walkers will be needed to help the client with maintaining balance, offering emotional support, and ensuring safety. Depending on the client's individual needs the number of side walkers assigned can range between none, one, or two.

Your family members and friends are always invited to visit, but for the safety and comfort of everyone, please observe the following rules:

- When lessons are in progress, all family and guests should remain in the viewing room at all times. Contact **Virginia** or Renee to ask about exceptions.
- Siblings/friends must be supervised by an adult at all times.
- Children are expected to walk and speak softly in the barn and while playing in the viewing room.
- Permission/supervision by Rides & Reins staff is required to enter the barn. Horses can only be touched/petted by riders during lessons.
- Smoking, drugs and alcohol on the property are strictly forbidden.

We always welcome and look forward to your comments and suggestions.