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# **Peace Area Riding for the Disabled**

## **Lesson Policies**

### **1.0 Canadian Therapeutic Riding Association (CanTRA):**

1.1 PARDS will operate under the guidelines of CanTRA.

### **2.0 Registration Process:**

- 2.1 Before participating in any PARDS Public program all rider candidates must complete all applicable forms in full.
  - i. Registration Form~ Due at the beginning of each session cycle (Sept. to May) or applicable session.
  - ii. Rider questionnaire ~ Due with Registration form
  - iii. Membership Form ~ Due once each calendar year, Jan. 1 – Dec. 31
- 2.2 The release must be signed and witnessed.
- 2.3 A completed registration form does not constitute automatic acceptance into the program.
- 2.4 PARDS reserves the right to determine the candidates suitability for inclusion in the program. PARDS reserves the right to decline registration acceptance to any client.
- 2.5 It is the client's responsibility to keep PARDS informed of any changes in contact information.

### **3.0 Session Registration:**

- 3.1 PARDS will do our best to accommodate the schedule for all interested riders, however, registering for a session does not necessarily mean that the client will be accepted into the session. Acceptance depends on the availability

of a suitable horse and matching equivalent abilities to other riders so that all riders in each class are best able to achieve personal goals.

- 3.2 Session registration will be accepted on a first come first serve basis (all paperwork must be completed and received and payment received prior to confirmation). Ample notice will be given to riders who are currently on a waiting list and haven't had the opportunity to participate in recent sessions. All riders will be matched to a horse suitable to their abilities by qualified PARDS staff.

#### **4.0 Lessons:**

- 4.1 The format of the lesson will depend on the rider's ability and individual goals. Lessons will consist of riding activities and/or brushing, tacking, theory, horse care and handling, mounting, dismounting and un-tacking.

#### **5.0 Client Responsibility:**

- 5.1 It is the rider's responsibility to be on time for their class. If the rider is late they may not be able to participate in that class and will not be refunded or rescheduled.
- 5.2 It is the expectation that proper (weather suitable) clothing will be worn; including long pants, riding boots or shoes and ASTM certified riding helmets are on and client is ready to go by designated lesson time.
- 5.3 Riding boots and ASTM certified riding helmets are available to borrow or the client may provide their own.
- 5.4 The client is expected to follow instructions and rules, and conduct themselves in a courteous manner.

## **6.0 Instructor Responsibility:**

- 6.1 It is the Instructors responsibility to be on time for their class. If the instructor is late the class will still run for the designated time or riders will be credited for time missed.
- 6.2 The Instructor will work with the riders/parent/caregiver to set attainable goals.
- 6.3 The instructor has the right and responsibility to dismiss a rider from class if they are not conducting themselves in a safe and courteous manner.

## **7.0 PARDS Responsibility:**

- 7.1 It is PARDS responsibility to ensure there is trained staff in place for a class. Classes will be cancelled if we can not operate safely. Riders will be reimbursed or lessons rescheduled in such cases.

## **8.0 Cancellation Policy:**

- 8.1 **All clients will be notified of their scheduled riding time at the start of each riding session.**  
PARDS is not responsible to reimburse or make up missed classes unless PARDS cancels the class. Should a client resign from PARDS during a session the fees will not be reimbursed or credited to the client's account unless there are special circumstances. Should PARDS cancel a class all riders will be contacted by phone and a credit issued to the riders account. Inclement weather is not the responsibility of PARDS; therefore we will not be responsible for classes missed due to weather or power outages.
  - ~ **Morning classes will not run if the temperature is -45c at 6:00am (without wind chill).**
  - ~ **Afternoon classes will not run if the temperature is -40c at 11:00am (without wind chill).**

- 8.2 Session/Camp registration cancellations must be done a minimum of 2 weeks prior to the start of the session/camp to qualify for a fee refund (**see 9.0 Fee/ Payment Policy**) unless the Client's scheduled spot is filled, in which case a refund of fees may be issued.

## **9.0 Fees/Payment Policy:**

- 9.1 **Riders must hold a current paid membership in order to participate in the PARDS program.**
- 9.2 Clients will be invoiced at the beginning of each session for classes and payment is due prior to the first scheduled class.
- 9.3 **All refunds due to cancellation of session/camps are subject to a 10% administration fee.**

## **10.0 Financial Hardship:**

- 10.1 Should there be a financial hardship, funding may be available. At the request of the client or their caregiver, a consultation can be set up with the Office Manager to discuss possible funding options. **Membership fees may not be waived for insurance purposes.** All requests for financial assistance will be held in confidence.

## **11.0 Supervision of Client:**

- 11.1 All riders between the ages of 12 and 15 must have an adult present until collected by the Instructor and must have an adult present at the end of the lesson. Riders below the age of 12 must have an adult on the property during all classes. Except for otherwise designated sessions (e.g.: summer youth camps) In the event a client, who is under the age of 12 is left unattended, they may not be permitted to ride and will not be issued a credit or make-up class.

- 11.2 The client and/or their caregivers are responsible for the actions and behavior of any guests and/or minor children accompanying them. PARDS reserves the right to evict anyone not following instructions or rules or not conducting themselves in a courteous manner.

## **12.0 Grievance Policy (Copied from PARDS Board Policy # 5.2)**

- 12.1 Clients or their responsible caregivers may appeal any program or service delivery decision of any PARDS employee, by doing so in writing to the Executive Director of PARDS. In the absence of satisfactory resolution with the Executive Director, the matter may be appealed to the PARDS grievance committee.