

Holistic Horsemanship & Equine Assisted Learning Information & Policies

Attire:

- Students are required to wear an Equestrian helmet when working with or riding the horses.
- Long pants are preferable for comfort and to avoid minor skin irritation.
- Please dress for the weather - snow gear, rain gear, gloves, etc.
- Students are to wear a heeled, slip off boots when riding, or may be asked not to use the stirrups, and must wear appropriate footwear when near the horses - no sandals, high heels, etc.

Arena Rules:

- No shouting, smoking, spitting, throwing, hitting, arguing, or other dangerous behaviours near horses.
- No drugs or alcohol, or persons under the influence of such substances.
- Students with contagious illnesses are asked to reschedule.
- Students with any illnesses causing drowsiness or impairment are asked to reschedule.
- Students with significant previous or current serious injuries, illnesses, or differing abilities may be required to have a Physician Referral Form signed before participating.

Weather:

- Lessons are held outdoors so are dependent on weather and ground condition. The most accurate place to find the current conditions at our location is: https://weather.gc.ca/city/pages/bc-76_metric_e.html

We will contact clients regarding reschedule if conditions are unsafe or uncomfortable:

- Heavy rains, high winds, hail, thunder & lightening overhead, and certain types of snow.
- Icy/slippery to the point of danger, and/or hazardous driving conditions.
- Temperatures above 25°C/30°C depending on activity, and temperatures below -7°C, though we may continue in slightly hotter or colder temperatures if agreed upon by the student/parent & instructor.
- Air Quality is in the High Health Risk Category.

Payment and Cancelations:

It is our goal to create a respectful atmosphere where both parties feel their time is valued.

- Payment information is located on invoices.
- If an appointment must be cancelled by Into The Elements, we will give as much notice as possible, along with options for rescheduling.
- When booking, that time slot is set aside and planned around. Client rescheduling of appointments requires a minimum of 24hrs notice. The entire session fee is due if there is less than 24hrs notice or if clients fail to show up for scheduled appointments.
- If arriving late, the time will last for whatever is remaining in the time slot. We cannot go over due to scheduling of other clients

Note: Recognizing that there are circumstances that will be out of everyone's control (sudden illness, family emergencies, weather related travel concerns, etc.), there may be exceptions to the above policies in certain situations.

***FOR SAME DAY CANCELATIONS CALL OR TEXT 250-392-0805 ***

Lesson Considerations:

- The instructor(s) has the final say on if the student is fit to ride, if horses are fit to be ridden, and how and when a student will progress, and to what stage. Students will not be asked to do anything that makes them uncomfortable.
- Parents/Guardians/Program Leaders are welcome/encouraged to stay and watch lessons and give input. However, if parents/guardians pressure students to preform task that will compromise student or horse safety, instructor(s) will have the final say on how the lesson will continue to ensure overall safety.
- The instructor or student may stop lessons without notice, or in the middle of a lesson, if there are factors that can cause unsafe conditions, i.e. extreme weather conditions, changes in rider or horse fitness.

Thank you for participating in these programs!