



Frequently Asked Questions

How/when should I pay for lessons? For new lesson students, payment is due at the time of service (or in advance) for the first 60 days. After this time, you will be invoiced at the end of the month for lessons. We accept cash and checks made out to Empress Valley Farm. Once we invoice you, you will be able to pay online via ACH/direct payment from a linked bank account or credit card payments (a 3% convenience fee is added if you choose to pay via credit card).

What should I wear? Paddock boots (no cowboy boots as soles are too slippery) and jeans or breeches. Half chaps are recommended. Hair should be neatly pulled back into a ponytail or under the helmet with a hairnet (preferred). No shorts or sweatpants. All students must wear an ASTM/SEI approved helmet. If you do not have a helmet, one will be provided for you.

Do we ride no matter what the temperature? If the temperature is over 95 degrees or below 18 degrees (in the barn), EVF may cancel lessons. You will receive an email, text or call if lessons are to be cancelled. It is usually warmer in the barn than outside. Always assume lessons are on unless you hear from your trainer.

What is your cancellation/rescheduling policy? If you must cancel or reschedule, please give at least 24 hours notice as we are reserving arena space and horse use just for you! If you do not give at least 24 hours notice, you will be required to pay for the lesson.

We are commonly asked to reschedule lessons to accommodate school activities – practices, games, recitals, etc. – and given enough notice, we will try our best to accommodate. However, we also cannot guarantee there will be time available to reschedule due to our busy lesson program. We recommend committing to a dedicated time each week for your lesson and making all attempts to prioritize this commitment.

Excessive rescheduling (more than 1 per month) will be subject to a \$15 fee. This fee is waived for in cases of extreme weather, holidays, and horse show conflicts.

What if my child becomes ill on the day of their lesson? If your child wakes up sick on the day of his/her lesson, then you have until 10am on the day of the lesson to cancel without penalty. This type of cancellation will be permitted one time per student per month.

How soon before my lesson should I arrive? Please arrive 15 minutes prior to the start of your lesson to allow ample time to prepare your horse. On arrival,

please check in with your instructor to determine horse assignment, as you may not be riding the same horse as the previous week. Please wait to discuss other topics until it is your lesson time.

What if I'm running late? We understand things happen! However, if you arrive 15 minutes or more late to the start of your lesson, it will be forfeited to keep the lesson schedule running smoothly. You will be charged for the lesson.

Will I be able to reserve a time for lessons each week? Clients taking weekly lessons will be guaranteed a dedicated time for lessons each week.

Is there a discount if I prepay/purchase a block of lessons? EVF boarders and leasers are able to take advantage of the prepaid lesson discount. Lessons must be used within the month. No more than 1 unused lesson per month may carry forward.

What is leasing a horse all about? Please talk to your trainer to determine if this option is right for you!

Can I come out and do extra rides? This may be an option for you. EVF charges \$50/practice ride and rides are subject to horse availability. If you are interested, please discuss with your trainer.

Tell me about horse shows. Horse showing is the best way to pull together all the skills learned in year-round lessons. It is an immersion into riding and learning is highly accelerated during this time. Students are able to utilize skills, bond with fellow barn mates, track personal progress and uncover areas to focus on in future lessons. Most importantly, horse showing is FUN!!!! EVF attends approximately 15-20 local shows and 5-10 out of town shows every year. Talk to your trainer if you are interested in learning more.