



Silver Lining
Riding

Silver Lining Riding Rider Policies

Please read and initial after each policy, verifying you understand and agree to abide by our policies.

Dress Code for Riders

Initial _____

- All riders must wear **closed toe and closed back shoes**. (Athletic shoes or boots are best)
- Long pants are required when riding in saddles, but shorts may be worn when riding in a bareback pad. If rider has specialized needs for clothing, please let instructor know.
- Water bottles are highly advised during warmer weather.
- During cooler months, riders are encouraged to bring jackets, gloves, etc. to keep them warm. Inside the arena is 10° cooler than outside the arena, which is a blessing in the summer, but can be cold in the winter.
- Helmets **must** be worn during all riding activities. Silver Lining Riding provides ATSM-SEI helmets for all riders. Riders are welcome to bring their own helmets, but they must be approved by the instructor for use in sessions.

Invoices & Payments

Initial _____

We bill in eight session riding terms. Sometimes a riding term will be longer because of holidays or closures. We will email invoices out the week before the term starts. **Payment must be received before the 1st riding session. A late fee of \$20** will be charged if payment is not received before the 3rd riding session. Billing is pro-rated for new clients arriving in the middle of a riding term. We accept cash, check, and credit cards.

Our Cancellations

Initial _____

We try our best to avoid canceling as we understand how it affects our riders. Unfortunately, there are a couple instances that sometimes occur: weather, sick horses, or volunteer shortages. Safety is our number one priority, and we will always err on the side of caution.

- WIND: If the wind is blowing more than 20mph at the stables, we will probably cancel, due to chance of injury.
- WEATHER: Sometimes, we may cancel due to extreme weather.
- HORSES: Just like people, horses sometimes get sick or injured, so if multiple horses get injured at the same time, we may need to cancel.
- VOLUNTEERS: While our volunteers are wonderful; they have lives too and sometimes we may need to cancel

If we have to cancel, we will always schedule makeups. If you are unable to do makeups, please let us know.



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Late Arrivals, No Shows & Cancellations It takes at least 30 minutes to prepare for each riding lesson. The instructors spend time writing a session plan, and together with volunteers prepare the arena and horses; all before you arrive. We understand that life happens, but to the best of your ability, please give your instructors a heads up if you cannot make a session.

- **LATE ARRIVALS:** Please arrive 5 minutes before your riding session. If you can't make it, please let your instructor or the office know ASAP. We will only wait up to **10 MINUTES** past the start of a lesson; otherwise, it becomes a **NO-SHOW** and no credit or makeup will be issued. *Initial*_____
- **CANCELLING:** Please give written notice to the Silver Lining Riding office with a minimum of **24 hours** before your session to cancel in order to receive credit (makeup) for the missed session. Please contact your instructor for a makeup. *Initial*_____
- If you have more than 3 cancelations in an 8-week session, you may lose your day/time, especially on Saturdays. *Initial*_____
- **NO-SHOWS:** You will be charged for the session and it is not eligible for makeup if you No Call/No Show to a session. *Initial*_____
- **CANCELING:** If you cancel with less than 24 hour notice, you will be assessed a late fee of \$10. We understand that life happens, but with excessive short notice cancelations, a late fee will be assessed. *Initial*_____

Scholarships All rider scholarships are partial scholarships determined by the Scholarship Committee. Scholarships are awarded at the discretion of the Scholarship Committee.

- All applications must be submitted at least three weeks before the start of the 8-week session to be considered for that 8-week session. *Initial*_____
- Scholarships must be completed within the awarded 8-week session or within two weeks of the end of the awarded 8-week session. *Initial*_____
- Awarded scholarships must be paid in full by the first session. *Initial*_____

Business Hours We are observing new business hours starting August 1st, 2018.

- Office Hours – Monday – Friday 9AM – 4 PM
- Barn Hours – Monday – Friday – 9 AM – 6:30 PM & Saturday 7 AM – 12 PM

All emails, calls and texts received after 4 PM will be answered the following business day. If you have a lesson outside of office hours, please contact your instructor for same day absences.