

NICKER'S RETREAT, LLC POLICIES AND PROCEDURES

Lesson Policies

Nicker's Retreat, LLC offers group lessons that are structured around the individual needs of each student and address personal levels, experiences, and goals. Our lessons are enjoyable, cover the skills to master control and keep the student and horse safe. All lessons are reserved in 8-week terms. Each 8-week term is specifically designed to give students a *Full Circle* education that encompasses all skills needed to progress to the next level.

- Minimum rider age is 6 years old.
- NO personal pets of any kind are allowed on the farm.
- Students age 6-12 are required to have an adult present at all lessons, mounted or unmounted.
- Students are always expected to exercise safety in the barn and while riding. Running, yelling or aggressive behavior is NOT allowed on the farm. Parents please be sure to monitor your child's behavior. Keep your child within eyesight so that we can all remain safe.
- Arrival time is 15 minutes before the start of each lesson to allow for grooming and tacking. Students arriving late may be asked to observe the class with the instructor and will not be eligible for a make-up lesson.
- Group lessons will start at the scheduled time. Lessons will end at the designated time regardless of student's arrival with no exceptions.
- Students should allot additional time at the end of each lesson to un-tack, return any tack/supplies to their proper places and groom their horse before leaving. A clean and tidy stall and aisle is expected. Students are responsible to properly remove waste left by their horse.
- Instructors reserve the right to hold a ground lesson or theory workshop when deemed necessary or appropriate for any lesson. This includes inclement weather and/or student/horse distress
- **Required attire:** Long pants and close toed shoes/boots with a hard sole and small heel (not to exceed 1.5 inches) and an approved helmet.
- **HORSE SHOWS:** Several workshops are required to participate in horse shows. Your instructor will work closely with you to assure you are meeting the requirements. See our Horse Show Handbook for more details.

Disclaimer: Nicker's Retreat, LLC main form of communication will be text and email. For quickest response please text Lisa at 443-618-0818 or please email info@nickersretreat.com

Initial: _____

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- Parking is located behind the garage through the gate. When parking behind the garage, please be sure to close the gate behind you when you enter and when you leave to keep our furry friends safe! (The gate is to keep horses in not cars out!)
- Arrival time is 15 minutes before the start of each lesson to allow for grooming and tacking. Students arriving late may be asked to observe the class with the instructor and will not be eligible for a make-up lesson.
- Students are responsible for neatly returning any tack/supplies to their proper places at the end of each lesson. A clean and tidy stall and aisle is expected. Students are responsible to properly remove waste left by their horse.
- Students are required to wear appropriate attire including a helmet. Helmets are available for use and students are required to sanitize them after each lesson.

Initial: _____

Cancellation and Make-Up Policies

In the event that Nicker's Retreat, LLC must cancel a lesson, a make-up lesson will be offered at a later date. Lessons missed without **24-hour** prior notice will not be re-scheduled; students will be charged the full amount of the lesson. Nicker's Retreat, LLC will make every attempt to reschedule during the current term. Cancellation/make-up exceptions may be granted in the case of a medical illness/doctor's note or other extenuating circumstances.

- Students are permitted to miss one (1) lesson per 8-week term (with 24-hour notice), which may be made up during the 8-week paid term.
- Make-up lessons are subject to availability and approval.
- Make-up lessons are not guaranteed and are nonrefundable.
- In the event that a student is unable to attend their rescheduled lesson, the lesson is forfeited and is ineligible for rescheduling.
- Rescheduled lessons do not carry over to the next term, with the exception of a proper cancellation within the last week of the term or in the event of an emergency situation, at which point the student will have thirty (30) days to reschedule. We are happy to discuss individual circumstances at any time but reserve the right to enforce our policies.

Please cancel all lessons through our online portal!

Initial: _____

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Photo Release

The undersigned hereby grants Nicker's Retreat, LLC permission to take or have taken still or moving photographs of myself/daughter/son _____.
(Names of participants)

The undersigned also authorizes Nicker's Retreat, LLC to use such photographs in its advertising, news media, brochures, pamphlets, social media, website, and instructional material.

PLEASE INITIAL HERE _____ if you decline the use of pictures of you or your child on social media. We like to post the activities and events at the farm to share with parents and public. If you decline, the face of your child will be concealed, and name will not be mentioned.

Authorization for Medical Treatment

Name of Rider _____

Name of Parent _____

Rider's Date of Birth _____

Current Concerns _____

Current Medications _____

Allergies to Food/Medicine _____

Special Instructions _____

In the event that emergency medical treatment is required due to illness or injury during a riding session, I authorize Nicker's Retreat, LLC to:

1. Call emergency medical help and consent to any necessary treatment that may include transportation, x-ray examination, medication, or hospitalization.
2. Release student records upon request of authorized emergency medical personnel if needed. It is understood that every effort shall be made to contact the undersigned prior to rendering treatment to the patient, but that any of the above treatment will not be withheld if the undersigned cannot be reached.

Consent Signature & Date _____

Print Name and Relationship Telephone number where parents/guardians can be reached:

Name: _____ Phone: _____ Relationship: _____

Name: _____ Phone: _____ Relationship: _____