



Havencrest Riding Academy Inc.

382 Burnhamthorpe Road West, Oakville Ontario L6M 4K3

905.257.3040

havencrestridingacademy@gmail.com

General Barn Rules and Protocols:

- Waivers must be signed and returned to the office before any student can ride in a lesson.
- Absolutely no smoking in or around the barn.
- No running or yelling in the barn. Horses can be startled by loud noises or fast movements.
- Students are asked to stay in the vicinity of the barn and arena. The property is home to a number of residents and it is important to respect their privacy. **The main house, coach house, pond and paddocks are strictly off limits to students.**
- Please drive slowly up and down the driveway and in the parking lot.
- Parking in designated areas only.
- The hayloft, feed room and private horse stalls are **STRICTLY** off limits.
- There are no dogs allowed on the property other than resident's dogs.
- Parents/guardians must accompany all riders under the age of 16 at all times while on the property.
- Parents may watch lessons in front of the arena gate. Please make room for horses entering and leaving the arena.
- Outside coaching during lessons is prohibited.
- No strollers allowed in the barn.
- Parents are not permitted in the barn area while students are tacking up horses. Parents are asked to wait for their children or watch outside the arena – too many bodies in the stabling area can be very dangerous and distracting for the horses.

Lesson Schedules and Payments:

Scheduling Lessons

You may schedule lessons by phone at (905) 257-3040, email (havencrestridingacademy@gmail.com) or in person in the Havencrest office. Our head instructor will be responsible for scheduling the appropriate time according to group levels and experience.

Payments

Payment for lessons/lesson packages is required prior to the start of the lesson/lesson package. Payments may be made by cash or cheque to the office. Lesson Packages are non-refundable and non-transferable. It is our policy that students purchase lesson packages of 4, 8, or 12 lessons in order to guarantee their spots in group lessons.

NSF cheques

For any cheque returned NSF by your bank a \$50.00 NSF administration charge will be applied to your account.

Cancellation Policy

If a lesson is cancelled at least 24 hours prior to the scheduled lesson and re-booked to another time and day within the next week there will be no charge for the cancelled lesson. Otherwise payment is due for a cancelled lesson. Students are only allowed to reschedule one make-up lesson per group of four lessons. If a student is regularly absent from his or her class, their spot may be forfeited. Students are asked to give Havencrest two weeks notice to quit. All changes must be made through the office and **not** with the instructor.

Dress Code:

Boots and Helmets

Riders must wear approved ASTM riding helmets and shoes or boots with a hard sole and a heel of no less than 1.5 centimeters when riding. We recommend that you purchase riding boots designed specifically for riding. Helmets are available for rent in the office for the first few lessons, however, we cannot guarantee their fit or overall safety. Havencrest strongly recommends that students purchase their own helmets. Hockey helmets and bicycle helmets are not acceptable.

Clothing

Jeans or long pants and chaps are acceptable for riding but breeches are preferred. In warmer weather a t-shirt or polo shirt with a collar may be worn. In the winter it is recommended that students wear layers of clothing so that when they are riding it is possible to take off some heavier layers to prevent overheating. Dress code must be followed by the student's third month in their riding program.

Lesson Procedures:

Arrival

Students are required to arrive at least 30 minutes prior to their lesson times to groom and tack up their horses. *Any student who is late for their lesson will not be permitted into their lesson.* Upon arrival, check on the day sheet posted in the barn for your assigned horse for the lesson. Student's names written on the day sheet each week will be highlighted when payments are due. Please be sure to check the list each week in order to prepare for your next package of lessons. Payment for lessons and packages may be made at this time and left in the office or with a staff member in the barn. Please be sure to look at any special instructions on your assigned horse's stall card before grooming and tacking up.

Lesson Preparation

Brushes, grooming buckets and labeled tack will be in the tack room and should be set in front of your horse's stall before grooming. Saddle racks and bridle hooks are on each horse's stall to keep equipment off the floor. Never leave any equipment on the floor in your horse's stall – please leave it outside his/her door. Tie your horse in his/her stall to the halter – NEVER tie your horse to the bridle, bit or reins. Prepare your horse for your lesson then walk your horse through the tack room and outside to the arena. *DO NOT mount your horse until you have entered the arena.* Please use the mounting block when you are ready to get on your horse. If there is a lesson in progress you may wait in the barn or outside the arena before taking your horse into the arena.

Putting Away Your Horse

After your lesson you are expected to un-tack your horse and groom him/her again. Tack must be cleaned at the tack cleaning stations and equipment put away properly as explained in your first orientation lesson. Plan to stay for 30 minutes after your lesson to care for your horse. Riders must clean up after their horses. Brooms, shovels and muck skips (buckets) are available to keep the barn aisles clean. Please do not leave anything in the aisles. A few carrots may be fed to your horse after a lesson *in their feed bowl.* DO NOT hand feed your horse treats as they will learn to bite.

Children's Fitness Tax Credit

A tax receipt can be issued for the amount paid for your child's registration at Havencrest Riding Academy, as long as the child is under 16 years of age, or under 18 years of age and eligible for the disability tax credit, at the beginning of the year in which the fees are paid. Please contact the Havencrest office for a tax receipt. For more information go to: <http://www.cra-arc.gc.ca/whtsnw/fitness-eng.html>.