

## WESTCOTT EQUESTRIAN BUSINESS POLICY EFFECTIVE APRIL 1 2020

Welcome to Westcott Equestrian. Please read the following carefully to further understand our business and policies we carry.

Westcott equestrian is a locally run and owned riding academy for horse enthusiast looking to learn the ins and outs of the sport. As a leader in our chosen markets, our objective is to deliver excellent services for our customers, resulting in safe, fair and professional services at all times.

We are committed to a vision of consistently providing the best value for our customers, clients and the wider communities in which we work within to satisfying their goals and surpassing their expectations.

### BUSINESS HOURS

Westcott Equestrian runs 7 days a week. Monday- Friday 10:00 am to 9:00 pm. Saturday and Sundays 9:00 am to 6:00 pm. Holidays are Dec 24,25,26.

### PAYMENT

Payments for all services is due on the 1<sup>st</sup> of the month. This includes all monthly lesson packages, lease packages, boarding, training and any additional billed services. Late payments will be charged \$5 for each day the payment is late. All lesson, lease, boarding and training packages are a monthly service and to be used within the month. Any unused services will expire on the last day of each month. Any service purchased at Westcott Equestrian is non-refundable.

Payment can be made via e-transfer (auto-deposit) on the 1<sup>st</sup> of the month to [westcottequestrian@gmail.com](mailto:westcottequestrian@gmail.com). Credit card can be on file and will be a pre-authorized payment. Cash or cheque must be delivered to Westcott Equestrian in person before the 1<sup>st</sup>. Lesson rates are subject to a 10% discount if paid on the 1<sup>st</sup>.

### RATES

Updated package prices are posted on the website. Rate are subject to change yearly. Promotional rates are valid for one month post purchase, after that packages are expired and non-refundable. Lesson rates are subject to a 10% discount if paid on the first of the month.

### SHOW FEES

Additional show fees such as trailering and show training fees are to be paid on the last day of the horse show (Sunday). Trailering price may vary from show to show. Trailering to Tbird is \$40 each way, Mrec \$60 each way, Southland's \$80 each way. Training fees

at the horse show are \$50 per day per horse. Additional fees may include mane pulling \$20, clipping \$80-100, additional vetting to attend shows etc.

## CANCELLATION

Cancellations must be made 24 hours in advanced. If you do not cancel within the 24 hour period you will be charged for your time slot. If you cancel before the 24 hour period, make up lessons or training sessions must be made up before the end of the month.

## ATTENDANCE

All riders are require to show up a minimum of 15 minutes before their time slot. Riders should allow themselves enough time before their lesson to get a horse ready and after the lesson to put a horse away. Anyone who is late past the hour will forfeit their spot and be charged. We cannot accept late students as it's a huge disruption to others who are on time and takes the focus away from the coach, riders and horses.

## BOOKING

All bookings are to be done at the beginning of the month and are booked in 4 week sections. Online booking can be easily done by the client through our website booking link or [setmore.com/westcottequestrian](https://setmore.com/westcottequestrian) or anytime through owner, Katie Blore. Once your first lesson in the package is booked it is to be used within the next 4 weeks. If you know you are going to miss a lesson that month please let us know in advance and deduct from the package rate.

We have found that allowing students to miss more than one lesson in a package leads to a diminished learning experience for all participants in the group. Progressive learning is disrupted and skill levels become quickly mismatched, so we ask that you choose a day and time that you can accommodate in your schedule.

## COMMUNICATION

Communication can be done through email, phone call, texting, Facebook and Instagram. Preferred communication via email and texting. Inquires will be responded to within business hours. All communication can be done during business hours. Please ensure that Katie has your email address on file to be included in our monthly newsletter.

## ANTI-BULLYING

Westcott Equestrian is a full inclusion business. We accept all ages, ethnic and skilled riders. By including everyone we insure that we enforce an Anti- Bully Policy. Bullying of any sort in not tolerated and is dealt with accordingly. We strive to provide a fun and

safe environment for all riders to learn. If you hear of any bullying whether at the barn or online please notify Katie or Danielle.

## VOLUNTEERING

Students over 10 can come and spend the day at the barn, help out with chores and learn the daily tasks around the barn. This is not a paid gig and is not in exchange for lessons. We encourage a certain amount of students to come and spend the days or evenings helping out. While doing so children learn and experience horses hands on and is a great way to learn new horse skills every time they come to the barn. Students are often found cleaning the paddocks, sweeping the aisles, tacking up horses and learning how to take care of the horses. This is such a great way for students to appreciate the work that is put into caring and managing the amazing lessons horses they ride. Any student wanting to help in our lead line lessons must purchase and complete a ground lesson package beforehand to ensure that both parties are safe on the ground.

## WORKING STUDENT

We accept working students over the age of 14. Working students take on more responsibility than our volunteer position and can work towards extra lessons or discounted board for their horse. Working students must track their working hours and submit it to Katie bi-weekly to get extra lessons or discounted board. No extra lessons or discounts will be handed out unless your work hour sheet is handed in.

## RIDING ATTIRE

Riders should dress appropriately for lessons. ASTM Certified riding helmet and boot with a 1" heel are required, and riders may long pants, chaps or breeches. A t-shirt or collared shirt is preferred. No tank tops, loose fitted shirts or belly shirts are allowed, and for safety and comfort reasons, no shorts or sneakers. We allow bicycle helmets for tiny tots but not for anyone who trots, canters or jumps. No chewing gum.

TO ACKNOWLEDGE THAT YOU HAVE READ AND UNDERSTOOD THIS POLICY  
PLEASE SIGN BELOW

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