



LESSON POLICIES

Bookings

Lessons are booked via our online booking system hosted by EC Pro. You can access this system in several ways:

- Via our website www.evrs.co.nz/login and click where it says 'Click to Register'
- Via the EC Pro app which can be downloaded to your mobile device.

You (the adult) need to create an account, then add riders (including yourself, if applicable) to your account. We will then "grade" your rider/s which will open up full booking options to you.

If you have any issues with your registration or booking please do not hesitate to contact Kelly on 021652858 or office@evrs.co.nz.

Cancellations

You can cancel a lesson any time – go to your account page, click Lesson Bookings, find the lesson and click Cancel beside it. Lessons cancelled more than 48 hours before the lesson start time will be credited to your account (or your token returned, if you booked it using a token). Short-notice cancellations made less than 48 hours beforehand, or no-shows, will not be credited.

You will be credited in full for any lessons cancelled due to bad weather or coach sickness.

Falls

While we keep our riders as safe as possible, falls are an inevitable part of learning to ride. Children usually take their parents' lead when reacting to a fall – a calm, 'no big deal' approach helps the rider brush off the fall (in the case of minor injuries) and get right back on, but a horrified, upset reaction from a parent will reinforce the rider's fear.

Riders will be assessed by the coach immediately following a fall, and injuries treated if needed. If there are no major injuries, the rider will be reassured and should expect to remount. All coaches hold a current first aid certificate.

Footwear

Riders should wear solid, covered footwear that has a small heel (not flat-soled) and a relatively smooth sole. No sneakers, please. Gumboots are okay initially but should soon be replaced with jodhpur boots.

Hair

Long hair needs to be tied back, and hair should be away from the rider's face (especially eyes).

Health & Safety

- If you notice something that could cause injury, please let Kelly or Steph know at that time. You are an important part of the process of identifying and managing hazards and we value your input.
- Be sure to read and follow the section below about Spectators to keep yourself and others safe.

Helmets

Every rider must wear a correctly fitted and adjusted riding helmet while riding and handling their horse. Helmets must be certified, have a three-point harness and be less than 5 years old. Bike helmets do not provide adequate protection for horse riding.

Lateness

Late arrival to your lesson will mean a shorter lesson time, not a later start time. We need to finish on time as there are usually lessons scheduled after yours.

Private lesson format

For private and semi-private lessons, riders should allow 15 minutes before the start of their riding time to brush and tack up their horse (with assistance). Riders also need to plan to spend 15 minutes after their lesson untacking, brushing off and covering etc their horse and cleaning their tack. Please do not arrive very early (e.g. 30 minutes) as the coach and stable manager are likely to be managing other riders and won't be available to supervise.

All riders should begin with private lessons. This is important to give the riders one-on-one instruction to ensure they ride and handle the horses correctly from the start. It also allows the rider and coach to build a relationship and get to know each other well. This initial phase is valuable and may last for a lesson or two (for riders with correct prior instruction) or much longer (one or several terms, for beginning riders or those still working on establishing sound foundations). Every rider is different and considered individually. After a number of private lessons, riders may like to join a group lesson and continue learning to ride with a small group of peers.

Payment

All private and casual group lessons are paid for online at the time of booking. We do not accept bookings without payment. Term group lessons are invoiced separately and are due the second week of term.

In general, invoices not paid by the due date are no longer eligible for any discounts applied (other than the own-horse discount). Accounts more than 30 days overdue will be subject to 3% interest per month on the overdue balance. Monthly grazing is due on the 1st of each month and if more than 5 days overdue will incur a \$20 late fee.

Our bank account number is 12-3135-0116944-02 (Mrs K D Teesdale). We also accept credit cards – click the Pay Now button at the top of your Xero invoice.

Public Holidays

We do not open on Public Holidays, so there are never lessons on Good Friday etc, but we do not Monday-ise holiday dates (i.e. we still run holiday programme on the Monday when a public holiday falls on a weekend).

Spectators

Our riding school is also a family home. Please respect this by not running, shouting, smoking, littering or wandering around garages etc.

Any extra visitors (siblings, friends etc) are your responsibility and should be kept under control. Young children, in particular, need to be kept close to their supervising adult.

Take care around the tacking up area – loud noises or sudden movements can startle a horse, which might cause them to pull back or kick out. Covered footwear is essential if you want to get close to the horses. You must follow the coach and/or stable manager's directions at all times.

When watching a lesson in progress, please stay outside the arena and do not distract your rider. You are welcome to photograph or video your rider, and reviewing their rides afterwards can be a helpful learning aid. You are not required to stay while your rider has their lesson; if you are confident they are comfortable without you then you are welcome to drop off/pick up.

Group lessons

- Term fees are calculated at \$54/week (term length varies from 9-11 weeks) including use of a school horse, and are paid on a per-term basis.
- Term fees are due in full (with 10% paid-on-time discount) by the second week of term. Fees paid late do not have the 10% discount applied.
- Riders on their own horses receive a discounted rate, but need to catch and turnout their own horses and should be able to manage the tack up portion completely on their own.
- Term group lessons continue regardless of weather – it is important to us that our riders learn care for their horses as well as ride them, so we teach unmounted lessons on very wet days.
- **Make-up lessons:** If a rider is going to be away for a group lesson, you can cancel that lesson via EC Pro – from your account page, click Lesson Bookings, find the correct lesson, then click Cancel. If you have cancelled at least 48 hours before the lesson, you will then receive a group lesson token and can rebook your rider into another group for a make-up lesson within 28 days. Only suitable groups will show as available on the booking page (click through the dates and look under the Group heading).
- Where only one or two riders remain in a group lesson (e.g. others away due to sickness), the total length of the ridden lesson will be 45 rather than 60 minutes.

- We do not open on Public Holidays, so there are never lessons on Good Friday etc.

Use of photos

We like to use up-to-date images of the riding school and our activities on the website, advertising material and social media (Facebook and Instagram). We do not publish names or other personal information in the captions of the photos and will ask permission before each instance of using your child in a photo where they are the main subject of a photo. Please let Kelly know if you have restrictions around media.

Weight

Recent research has shown that carrying more than 20% of their body weight can cause long-lasting health problems for horses. Ideally, horses should carry no more than 15% of their weight (including tack). Because of this, we have a weight limit for each horse, and we currently cannot accommodate riders over 72kg. We do not wish to cause offence or embarrassment, and we are always happy to discuss your concerns with you.