

LOVELANE POLICY STATEMENT

(Effective 9/1/2017)

THERAPEUTIC RIDING:

- ♥ **Semesters:** Lovelane's Core Program is 3 semesters: Fall: Sept 1st – Jan 31st, Spring: Feb 1st – June 30th, Summer: July 1st – Aug 31st
- ♥ **Payment** for each semester is due 30 DAYS PRIOR TO THE START OF THE SEMESTER. Students will NOT be enrolled in the program or permitted to ride until tuition is paid.
- ♥ **Late Fee** of \$50 will be assessed if payment is not received by the due date.
- ♥ **Tuition** is non-refundable except in the case of extreme circumstances. Tuition for weekly riders during the fall and spring semesters covers 19 weeks of lessons. The remaining 2 or 3 weeks of those semesters are reserved for make-up lessons.
- ♥ **Tuition assistance** requests MUST BE SUBMITTED BY THE DEADLINE indicated on the request form. Tuition Assistance requests will NOT be considered after the beginning of the semester, except in extenuating circumstances. Contact the Finance Manager at x27.
- ♥ **Extra lessons** can be purchased depending on availability.
- ♥ **Hold Slot Students** are RESPONSIBLE FOR SCHEDULING THEIR LESSONS by contacting the Program Coordinator at x34 through the semester or year. Hold students will also receive regular "open rides" emails that list upcoming openings that are available each week. There will be no credit for lessons that have not been scheduled throughout the semester or year.
- ♥ **A Weight limit** ensures the safety of Lovelane's lessons. Generally, students with a PASSIVE WEIGHT less than 130 lbs or ACTIVE WEIGHT less than 170 lbs are permitted to ride. Throughout the year, Lovelane staff continually assesses each rider to determine safety and appropriateness for the program. Any rider requiring a full transfer assist and/or requires major trunk support to sit on the horse must weigh less than 100 lbs and/or be approved for safety by the Lovelane staff.
- ♥ **Safety** is Lovelane's number one priority- the staff RESERVE THE RIGHT TO EXCLUDE PARTICIPATION in our program if a rider is deemed UNSAFE FOR ANY REASON. Instructors may end a lesson prior to completion if they feel the circumstances have become unsafe. If riding conditions are unsafe (i.e. thunder or high winds) then Lovelane will offer unmounted lessons where appropriate.
- ♥ **Student Supervision:** Parents/guardians must remain on the Lovelane property while their child rides. If a parent/guardian isn't going to be in the family viewing room, they must let the instructor know where they will be during the lesson. Students cannot be left unattended.

CANCELLATIONS & MAKE-UP LESSONS:

- ♥ **Cancellations** must be made at least 24 HOURS IN ADVANCE; otherwise you FORFEIT the lesson. To cancel, please call the office (not your instructor) 781-259-1177 x30. You can email Cancel@lovelane.org for cancellations with more than 48 hour notice. LOVELANE ALLOWS 3 CANCELLATIONS during the fall and spring semesters for weekly riders. During the summer, if you cancel your lesson after May 31st the lesson is forfeited.
- ♥ **Make-up lessons** are offered during the last 2 or 3 weeks of the fall and spring semesters, often during your child's regular lesson time. During the summer semester there are no make-up lessons.
 - **IF YOU CANCEL YOUR LESSON** in the fall or spring semester with more than 24 hour notice you will be able to make-up that lesson at the end of the semester during one of the designated make-up weeks.
 - **IF LOVELANE CANCELS YOUR LESSON** we will do our best to provide you with a make-up lesson ASAP. If your child is unable to make any of the make-up lessons we have available for our cancel, you need to talk to the Program Coordinator at x34 by the 17th week of the semester so your account can be credited. If you do not communicate with the office then the missed lesson(s) will be forfeited.

ADJUNCT PROGRAMS: *Barn Buddies, Barn Management (Grad Program), and all vacation and summer workshops*

- ♥ **Payment** for the program is DUE WITH YOUR REGISTRATION.
- ♥ **Tuition** is non-refundable and secures your enrollment.
- ♥ **Tuition assistance** is NOT available for any Adjunct Programs.
- ♥ There are **NO make-ups and NO refunds** for any of missed sessions in the adjunct programs.
- ♥ **Student Pick-Up:** Students must be picked up on time. Lovelane does not have staff available to supervise children after programs end. If ever you will be unavoidably late to pick-up, please call and leave a message on the cancellation line. We now have to enforce a 3 strike policy and after the third late pick-up the student will be removed from the program with no refund for remaining sessions.

LOVELANE FACILITY SAFETY RULES

These rules have been established for the **protection and safety of everyone**, including staff, horses, riders, family & friends. Please follow them and use common sense when around horses. If you ever have a question about anything, please ASK.

- ♥ Please wait in the Family Viewing Room (not in the ring or on the ramp) for your instructor before and during your child's lesson.
- ♥ The riding arenas are for riders only, unless invited by a Lovelane instructor.
- ♥ Children must be supervised at ALL times.
- ♥ Do not walk around the outside of the indoor arena to access the trail or outdoor ring. Please ask a Lovelane Staff member to escort you.
- ♥ Do not enter the barn unless accompanied by a Lovelane staff member.
- ♥ No entering horse stalls unless accompanied by a Lovelane instructor.
- ♥ No feeding horses unless accompanied by a Lovelane instructor. Horses are to be fed in their buckets only.
- ♥ Helmets are required for all mounted riders.
- ♥ Riders should wear appropriate riding attire and barn appropriate footwear:
 - ♥ long pants (no shorts) and proper clothes for the weather
 - ♥ flat soled boots with a heel are best, sneakers are also fine. (NO open toed shoes, sandals or crocs)
- ♥ No dogs permitted at Lovelane without express prior permission.
- ♥ Anyone working near horses or mounting a horse must sign a Lovelane release and have it on file in our office.
- ♥ Please do not use car alarms in our parking lot.
- ♥ No smoking on the property.
- ♥ No drugs or alcohol on the property.
- ♥ You are welcome in the upstairs offices. However, the hayloft & apartment are off limits.