



NEED A HAND

Lessons Training Showing

Need A Hand Horse Training Lesson Policy

Health Safety

Due to today's health awareness Need A Hand Horse Training has adopted the following health safety guidelines for their instructors, volunteers, students, and barn patrons. It is the responsibility of everyone to self-govern their own health. Patrons are encouraged to practice healthy habits such as but not limited to hand washing, physical distancing and limiting physical contact.

By participating in any events on the premises of Need A Hand Horse Training you are acknowledging the risks of interacting with others in a public setting. If an individual is sick or has been in contact with an individual that is sick, we ask that you do not attend barn activities for the recommended quarantine duration designated by your doctor or health professional.

Need A Hand staff, volunteers and patrons are not health professionals and will not give any medical recommendations or require pre exams prior to participation in any Need A Hand functions. Barn patrons are asked to self-regulate their own health or seek the guidance of a health professional should they feel ill or come into contact with someone who has become ill.

Need A Hand does not require the use of face coverings and while they may be worn while in the barn area face coverings **ARE NOT** allowed to be used while riding. Special requests may be granted in a private riding setting. This is for the safety of our riders. Seeing a student's face and being able to clearly understand them is crucial for our instructors to assist them in riding safely. These precautions pertain to any type of viral or contagious illness and is not limited to COVID-19.

Thank you for your continued support and following of our barn policies. If you have any concerns or questions, please contact Courtney via email or phone.

General Barn Rules

- **NO DOGS ALLOWED** at Need A Hand or at any Team event/show etc.
- All students are to respect barn rules
- All students **must** supply their own helmet for riding. NAH will no longer supply helmets.
- Riders must wear a shirt with a collar i.e. Polo, button down, short or long sleeve
- Riders must wear jeans/long pants when riding. No riding in shorts, cutoffs, or short pants.
- Riding boots with a heel must be worn at all times. **NO Sandals, Tennis shoes or flip flops are to be worn when handling horses. Tennis shoes may be worn in the barn area but not while handling horses. This applies to anyone on property.**
- No spaghetti strap shirts, Low Cut or tank tops. **Shoulders, cleavage and mid-section** must be covered. Students are required to wear a shirt with a collar. ie. polo or button down, short or long sleeve
- Riders under the age of 18 years old must wear a Helmet when mounted and riders over 18 are HIGHLY encouraged to wear helmets.
- Always keep every **GATE CLOSED**. If you open it close it.
- No riders under the **age of 16** may ride alone without parental supervision, a guardian present, or trainer (with prior permission).
- All tack must be cleaned and stored properly after EVERY ride.
- Only use grooming tools, halters, leads and tack assigned to each specific horse. If a horse does not have assigned supplies ask barn management.
- After ride, every horse needs to be cooled down, groomed properly, feet picked, and water bucket refilled.
- Once riders are confident enough to handle the horse with minimal supervision they may arrive at the barn **15 –20 minutes** before their lesson to groom and tack up their horse.
- Parents may drop off riders at the barn before their lesson (**no more than 30 min prior to lesson**) and riders should be picked up promptly at the end of their lesson. Riders should expect to spend an additional 20-30 minutes after lesson caring for horse and tack. Plan for 2 hrs for every 1 hr lesson.
- Riders should always ask for assistance if they are unsure of any task while handling horses.
- All patrons at Need A Hand are expected to treat each person here with respect and kindness. Disrespect, rudeness, vulgarity, or disruptive behavior will not be tolerated and those parties will be asked not to return to our facility. This includes behavior between boarders, students, parents, guests and/or any combination of listed parties.
- Do not play on/in shavings, hay or in hay storage area.
- No climbing on gates, fences, or equipment as this may result in injury or damage to barn property.
- Only tie horses in designated grooming area and tie areas by outdoor round pen. Do **not tie** horses to doors or in Hallway.
- All riders or persons handling a horse must sign a release before riding and/or boarding any horses in any way. Boarders are responsible for having guests sign releases which are available in the office
- Please **do not** give treats to horses, unless approved by the owner
- Clean up after your horse and yourself. There are trash containers, shovels, brooms and muck buckets available for the disposal of manure, shedded hair, hoof cleanings and general refuse in the aisle, wash stall, indoor and/or outdoor arena and outdoor grounds. All full “messy” muck buckets must be dumped in the manure pile and not left in the aisle.
- Please turn off the lights in the arena if you are the last person riding.
- Only the owner of the horse may ride the horse. If the owner wishes to have another person ride their horse, please notify the office and have the additional rider fill out a release of liability form. Owner must leave a note on file allowing permission naming additional riders to ride their horse. Minors need a note from parent/guardian granting permission to ride privately owned horses housed at NAH.
- Please do not leave your horse unattended in any area including riding arena or grooming areas.
- Clean up any Manure, Hair, or mess created by you or your horse **IMMEDIATELY**. Do NOT wait until after you are finished riding.
- If muck bucket is full, dump it at manure pile.
- Do NOT leave manure in wheelbarrows.
- Manure disposal area is for MANURE only. NO hay strings, paper or water bottles or trash. These things go into garbage cans.
- **If you question if it is allowed or what you should do THEN ASK!**

Payment and Cancellation Policy

Lesson policy reminder:

Lesson scheduling can be viewed through the Riding Portal. All riders/parents will be required to create an account for booking lessons. This can be done at www.NeedAHandHorseTraining.com on the Riding Program page. Lessons are paid for at the time of booking. In the event of cancellation a credit will be added to the account. Credit refunds are all that are available at this time. Accounts past due more than 30 days risk the loss of future reserved lesson spot until balance is paid in full.

No refunds will be given

A 24 HOUR cancellation notice must be given to avoid being charged for a scheduled lesson time. **NO EXCEPTIONS**
We understand emergencies and illnesses come up, however, our instructors and facility depend on the filling of the slots to operate.

Private Lesson

\$80/1 hr Private Lesson

Group Lessons

\$40/1 HR

Forms of Payment Accepted

Payments are made via the Riding Portal. Cash payments should be placed in payment box hanging inside office by the office door. Cash payments are then credited to Riding Portal to allow the scheduling of lessons.

Communication

Remind TEXT @NAHBARNTO 81010 to receive text notifications regarding lessons
Instructors

Be sure to download the EC PRO app for up to date notifications

Courtney Smith Email CourtneySmith8386@gmail.com Text/Call 423-309-8386 ~
Our upcoming events are always listed on our Calendar which is available on our Homepage at www.NeedAHandHorseTraining.com

Weather Policy

- Lessons are only cancelled due to the following:
 - Below freezing temperatures
 - Inclement weather such as severe storms with lightning/high winds
 - Snow or icy road conditions
 - Flooding
 - Heat (temperatures over 100 or high heat indexes)

Lessons are not cancelled due to rain. Only if there is an excess amount of rainfall that causes the indoor riding areas to flood or severe storms. In the event of storms during a lesson that could making riding unsafe, students will participate in horse management and classroom lessons. These lessons will consist of things such as tack cleaning, leg wrapping, stall cleaning, videos, ground work, etc.

Parents/riders will be notified as soon as possible in the event of cancellation due to weather via the Riding Portal email notifications. Sign up for the **remind text notifications** to receive notice of lesson changes and cancellations.