



## **Blu Flame Horsemanship**

### **Rules and Policies**

#### **Attendance, Dress Code, and Safety**

- Lessons will be held rain or shine; riders will use our covered arena on rainy days.
- Parents/guardians must be on site for the duration of the lesson.
- Please DO NOT wander around the property, or pet/feed any animals without an instructor.
- Upon arrival, please park in the gravel parking area (unless otherwise discussed). Meet your instructor in front of the main barn entrance unless otherwise discussed. Volunteers please report to the grooming station across from Blu's stall in the back aisle of the barn (will be shown to you during training).
- Phones are to remain put away during any lesson/volunteer time. Volunteers can use their phone during their breaks in between lessons while away from horses.
- Blu Flame Horsemanship makes every effort to stay on schedule, but due to the amount of people and equipment involved in each lesson, there are times when we will run behind schedule. We thank you in advance for your patience and understanding and we ask that you arrive 10 minutes prior to your scheduled lesson. If you arrive late for your lesson, you will receive only the time that remains in your allotted lesson. If you are late by 15 minutes or more to your lesson, it will be switched to a horsemanship lesson. In the event that lateness is due to the riding instructor, the time will be made up during that lesson.
- All participants/volunteers must wear closed-toe shoes (sneakers or boots) and long pants, and dress for outdoor temperatures. No Crocs, sandals, ballet flats or crop tops. Volunteers must be in appropriate attire. Riders with one sidewalker or less must wear a boot with a low heel.
- All riders must have their own ASTM-certified riding helmet. Standards recommend replacing your helmet every five years as the padding may break down, leaving a rider vulnerable in the event of a fall. Blu Flame Horsemanship has loaner helmets for new riders and in the event someone forgets their helmet, however, please DO NOT depend on using these helmets every lesson.

2557 Ackermanville Road, Bangor, PA 18013 | (570) 664-7510 |  
[bluflamehorsemanship@gmail.com](mailto:bluflamehorsemanship@gmail.com) | [bluflamehorsemanship.com](http://bluflamehorsemanship.com)

- Blu Flame Horsemanship has mandated reporters of abuse and neglect on-site at all times. Therefore, if a staff member suspects that the driver of a participant is under the influence of alcohol or drugs, the driver will be asked to call a cab, friend, or relative to drive them and the participant. Refusal to comply will result in Blu Flame Horsemanship contacting local authorities.
- Blu Flame Horsemanship reserves the right to suspend riding and/or horse-assisted learning activities if sessions are deemed unsafe/inappropriate for any reason.
- We encourage you to leave dogs at home. If you do bring your dog to a lesson, they must ALWAYS be kept ON LEASH WITH A HANDLER. Any dogs deemed as a hazard or unsafe will not be allowed on the property.

### **Absences**

- We are not able to offer discounts, makeups or refunds for unplanned absences. For planned absences, please let us know at least 4 weeks in advance of being out for a makeup lesson/refund. If we are notified after this deadline, no makeup lesson or refund will be given.
- Volunteers - please notify us as soon as possible if you are unable to make your shift.
- If a rider needs to miss several lessons in a row or has to cancel the rest of the session due to a medical emergency, supporting documentation from a medical professional will be required prior to resuming lessons. Blu Flame Horsemanship will either credit the remaining lessons or refund the remaining lessons, at the sole discretion of the client
- Please call or text Blu Flame Horsemanship to notify us of an absence as soon as possible.
- Participants that cancel their lesson with less than 24 hours of notice and participants that do not show up will be charged the full price of the missed lesson.
- If you or your child is ill, please stay home to ensure your safety and that of our volunteers and staff.
- Should Blu Flame Horsemanship cancel lessons, it is our responsibility to make up the lesson at a later date or to provide a refund. Volunteers will be notified of a cancellation as soon as possible.

### **Severe Weather**

Blu Flame Horsemanship will not allow participants to ride in the event of extreme weather (i.e. extreme winds, thunder, lightning, extreme cold/heat, etc.). As weather allows, in lieu of riding, a horsemanship lesson will be offered. In the event of a last-minute decision to cancel, we will make every effort to reach you by call, text and/or email at least 1 hour prior to your lesson.

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## **Payment**

Programming payments are non-refundable regardless of your method of payment.

**SELF-PAY:** Payment is due in full at the beginning of your 4 week session before your first lesson. **YOU WILL NOT PARTICIPATE IF PAYMENT IS NOT RECEIVED!** We must receive payment before confirming your schedule. If we are unable to satisfy your schedule request(s), we will reach out with available options. If those options do not work for your schedule, we will refund your original method of payment.

**DDD:** While we are happy to be a source of unique recreational opportunities for adults, establishing service plans through support coordinators; obtaining DDD plan approvals; and collecting payments through Public Partnerships requires extensive Blu Flame Horsemanship staff time. Therefore, once you have registered for a program and a service plan is drafted or approved, we will be unable to amend the plan to drop a program(s). Please review program descriptions carefully before submitting your registration.

## ***Confidentiality Agreement***

As a volunteer at Blu Flame Horsemanship, you will be given enough background information so you may be informed as to the rider's needs. The circumstances of a rider's life, condition, disability, actions or behavior are considered confidential. Under **NO** circumstances are you to divulge this information to anyone other than Blu Flame Horsemanship personnel. If you have any questions, please ask Blu Flame Horsemanship staff. I understand that all information (written and verbal) about participants at this PATH International center is confidential and will not be shared with anyone without the expressed written consent of the participant and their parent/guardian in the case of a minor.

- ☐ I have read and understand the Rules and Policies of Blu Flame Horsemanship and agree to adhere to them.

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Name

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Parent/Guardian Name (if minor)

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Signature

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Date

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