

## PARTICIPANT POLICIES

*Please review the following policies and sign the attached Acknowledgement form indicating that you have read and understand the policies. Keep this document for your reference.*

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### Attire Policy

GMTRC strives to provide a safe environment for all our participants, volunteers, staff, and community members. As such, we encourage everyone to practice modesty and refrain from wearing attire that is ill-fitted or includes derogatory or offensive graphics. Jewelry (including necklaces, dangly earrings, and bracelets), scarves, or other items that may catch on the equipment or horse during activities will need to be removed prior to the start of service.

- Long pants are required for all mounted activities, regardless of temperature. Participants who arrive in shorts or short pants that do not adequately cover their legs will not be permitted to ride. The instructor will determine if an unmounted lesson can be provided.
- Appropriate footwear is required for all services. This is defined as a hard soled shoe that encloses the entire foot. Shoes with some form of lace, zipper, or buckle are generally better than a slip-on shoe. Crocs, sandals, boat shoes, slippers, loafers, etc. are not adequate, and the student will not be permitted to participate in services. Please contact us if you have questions about whether or not a particular type of shoe will be acceptable.

Lesson fees will not be refunded in cases where a service is unable to be provided due to a lack of appropriate attire and will be counted as a late cancellation on the participant's attendance record.

For their comfort, participants are encouraged to wear attire that is appropriate for the weather. Please refer to the below recommendations.

In hot weather: Light weight, breathable fabrics are best. The ideal top should cover the participants shoulders; tank tops are discouraged for safety reasons. Participants are welcome to use our restroom facilities to change before and/or after their lesson.

In cold weather: Layering clothing is recommended for warmth and can help ensure the comfort of the participant as they can add or take away layers depending on their level of activity. Gloves with fingers are better suited than mittens. Thin hats or head bands work well under helmets. Please refrain from any hat or head covering that is bulky, as it will interfere with the fit of the helmet.

### Helmet Policy

GMTRC requires participants to wear an ASTM-SEI or international equivalent helmet for all equine-facilitated activities, mounted or unmounted. Instructors will check the fit of the helmet prior to the start of service and will make any adjustments necessary. GMTRC provides helmets for use by participants. Participants may use their own personal helmet if it meets the required safety and fit criteria. We encourage participants to consult with their instructor when considering the purchase of their own helmet.

### **Inclement Weather Policy**

The safety of our horses and everyone within the GMTRC community is our highest concern. The parameters described below outline instances where GMTRC may need to cancel or modify services due to extreme or inclement weather.

- If the heat index is above 100° Fahrenheit, lessons will be cancelled or modified with unmounted activities at the instructor's discretion based on the participants needs and comfort level in the heat.
- If the real feel temperature is below 20° Fahrenheit, lessons will be cancelled or replaced with unmounted lessons at the instructor's discretion based on the participants comfort level in the cold.
- At the discretion of the instructor, lessons may be cancelled or modified in the event of severe thunder, lightning, rain, high winds, or other significant weather condition.
- Lessons may be canceled due to dangerous driving conditions at the discretion of GMTRC.

Please note the following in cases where a lesson is impacted due to inclement weather:

- If a lesson is shortened due to inclement weather, it will be considered a full-completed lesson and will not be made up if the participant completed more than 50% of the lesson time.
- If a lesson is shortened due to inclement weather to less than 50% of the total lesson time, it will be considered a cancellation by GMTRC, and the lesson will be rescheduled if possible.
- GMTRC will do our best to notify participants about closures in a timely manner. Participants, families, and caregivers are encouraged to contact GMTRC if they have any questions or concerns regarding their lesson during any weather event.

### **Attendance Policy**

#### **CALL OR TEXT 717-615-9222 IF A CANCELLATION IS NEEDED**

Lesson Cancellations: While GMTRC encourages participants to notify us of any known lesson cancellations as soon as possible, we do require a minimum of 24 hours' notice prior to cancelling a lesson. Participants will not be charged for lessons that are cancelled with appropriate notice. Cancelled lessons should be rescheduled whenever possible to ensure the participant is receiving the full therapeutic benefit of this service.

Late Cancellations: Cancellations falling within the 24 hour period leading up to the scheduled time will be counted as a "late cancellation" and will be charged the full amount of the lesson. In emergency cases, when the cancellation of the lesson is unpredictable, the participant will not be charged, and the lesson should be rescheduled if possible.

No-Show: Any participant who fails to arrive for a scheduled lesson without cancelling the lesson prior to the scheduled time is considered a "no-show." No-shows will be charged the full amount of the lesson and it will count against their attendance record. Any participant with two consecutive no-shows will be subject to discharge from the program.

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**Timeliness:** If a participant arrives 15 or more minutes late for a lesson, it is at the instructor's discretion to determine if and how the lesson will be modified. If a suitable modification cannot be reached, the lesson will be cancelled, and it will be counted as a late cancellation.

**Reschedules:** In the event of a lesson cancellation, GMTRC staff will work with the participant to reschedule the lesson. Reschedule options will vary according to schedule availability, and participants are not guaranteed to have the same instructor and/or horse as their regularly scheduled lesson.

**Attendance Record:** Any participant who misses 25% of their lessons within a 3-month period, and does not reschedule, is subject to discharge from the program. Rescheduling cancelled lessons helps ensure that the participant is receiving the full therapeutic benefit of this service, and that they remain in good standing within the program.

### **Eligibility for Service**

Below are criteria for participant eligibility:

- Participants must submit all required paperwork and documentation prior to the start of service.
- Participant must be able to commit to a weekly lesson and/or regularly scheduled programming.
- Participants must be at least four years of age.
- Participants must be able to sit up independently.
- Participants must be able to wear and sustain the weight of an approved helmet.
- Participants may not have any medical contraindications that prevent them from riding according to the contraindications set forth by PATH Intl.
- If participating in mounted activities, participants must not exceed the weight limit set for GMTRC horses (currently 185 lb maximum).

### **Discharge Policy**

Below are criteria for discharge from the program.

- Failure to meet the requirements of the attendance policy.
- Any participant who does not meet their therapeutic goals for two consecutive quarters.
- A participant may be discharged if there is a development of a contraindicated condition or the deterioration of a condition to the point that equine assisted activities are no longer beneficial or could be harmful to the participant or where the safety for the participant or to others has become a concern.
- A participant may be discharged if the participants' behavior is dangerous to themselves, the equines, the staff, volunteers, or others.
- The participant chooses to discontinue services.
- The participant's circumstances, such as scheduling conflicts, prolonged break, extended health issue, etc. require a temporary or permanent discontinuation of service.

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There are many reasons why participants may choose to or need to take a temporary leave from the program. While they may need to be formally discharged from the program during that time, they are always welcome to return to services whenever they are able.

**Insurance Policy:** Due to liability and insurance requirements, all participants must have active health insurance coverage in order to participate in any programs or activities at Greystone Manor Therapeutic Riding Center. Participants must provide health insurance coverage information to GMTRC as requested on their registration form and must notify GMTRC of any changes, lapses, or discontinuation of coverage in an appropriate and timely manner.

**Payment Policy:**

Our program practice is that payment is expected upon receipt of your invoice. Please contact the Finance Executive at 717-844-1798 if you feel you need to make payment arrangements or have other concerns for payment.