

Willow Creek Ranch, Inc. Safety Rules & Policies

Willow Creek Ranch, Inc. (WCR) strives to provide a safe environment for all of our participants and requires that all participants, families, guests and volunteers abide by our safety regulations. Please review and sign our safety rules and policies. We want your experience in the WCR program to be one that is both fun and rewarding for all involved!

Safety Rules

- Parents/caregivers must keep siblings, friends and relatives of the rider in the designated viewing areas.
- In order to ensure the safest riding conditions, we ask that children and visitors refrain from screaming, running, or ball playing on the premises. All visitors not involved in a lesson are expected to follow WCR rules and policies and may not engage in disruptive, unsafe or inappropriate behavior – this includes loud noises, running, or throwing objects. That behavior is distracting to the lesson and may startle the horses.
- No non-resident pets allowed on WCR property. Therapy service dogs may be allowed with prior approval from WCR staff.
- When a volunteer escorts a rider to the parents/caregiver, upon rider's lesson completion, the parents/caregivers need to assume responsibility for the rider. Parents/caregivers will be solely responsible for their rider before the lesson begins and after arena/therapeutic riding time is completed.
- Parents/caregivers need to remain on WCR premises during therapeutic riding sessions.
- For training and safety purposes, horses are NEVER HAND FED. "Always feed from a pan not your hand."
- No smoking, no alcohol, and no illegal drugs.
- No guns, knives, weapons or violence of any kind are allowed on WCR premises. This is a zero tolerance rule. Violators will be asked to leave and not allowed to return.
- Please do not climb or lean on any fences, gates or doors.
- No one is to enter the resident's house or other buildings on the property without prior permission.
- Only the rider and staff/volunteers are allowed in the teaching arena, unless parent or health care professional presence is requested by instructor.
- Unless asked to do so by the instructor, please refrain from giving the riders instructions.
- WCR preserves the right of confidentiality for all medical, social, referral, personal and financial information for all individuals involved in its program. We ask that parents/care givers also respect the confidential nature of our business.

Program Fees

Fundraising and monetary donations allow WCR to charge nominal fees for therapeutic riding lessons. Our rider fees cover less than 30% of the actual cost. Fees must be paid in full by first week of each session. Special payment options may be available with prior approval.

An initial assessment will be required for all new and returning clients preceding any lesson program. There is a \$35.00 nonrefundable fee for the assessment and registration. Allow one hour for assessment; all completed forms and Physician's statement must be brought to the assessment.

Program Fees, cont.

Billing County Agencies: If you or your child has a case with county funders, submit appropriate authorization forms prior to the first lesson and WCR will submit billing forms to the funder for the approved amount of lessons. If payment is not received by the funder, the parent/guardian is responsible for any outstanding fees.

Group Lesson: \$30.00 each lesson for 45 therapeutic minutes; \$120 for 4-week session.

Private Lesson: \$40.00 each lesson for 45 therapeutic minutes; \$160 for 4-week session.

Private Lesson (reduced time): \$30.00 each lesson for 30 therapeutic minutes. Instructor and parent will determine at assessment/evaluation if a reduced-time lesson is more appropriate for the rider. This may be considered because of age, body strength, or other consideration for the safety and well-being of the rider. A reassessment to increase riding time will be based on rider progress and Instructor and parental recommendations.

Vocational skills training: \$15.00 each for 30 minutes.

Therapeutic minutes are defined as interaction time that serves the purpose of improving the learning and growth of a rider, with horseback riding time a part of those therapeutic minutes.

Refunds

Refunds or credits of lesson fees are available only under the following circumstances:

- If a participant must withdraw for medical reasons. Deterioration of health to a point where riding becomes a contraindication to their well-being; a physician's statement is required; or if the Instructor and Parent agree the rider is no longer able to benefit from therapeutic riding.

- If a cancellation is initiated by WCR. Cancellations by WCR are made in the cases of:
 - Temperature extremes (summer & winter).
 - High winds, thunderstorms, tornado warnings, or storm warnings.
 - Snow and ice conditions.

Clients are asked to call WCR if weather is uncertain. If lessons are cancelled, every effort will be made to reschedule a make-up lesson. If a make-up lesson is not available during the session, a credit may be applied to client's account when WCR cancels a lesson. Every effort will be made to reschedule a lesson. WCR offers, but does not guarantee, one make-up lesson based on availability per session. See schedule for session dates. Credits must be used by end of each session of that year.

Absence

Consideration for WCR volunteers, staff, and horses is appreciated as they are ready and prepared for your lesson time. Clients are asked to call 24 hours in advance to Jennifer at 414-791-2509 or as soon as possible if you know you will miss a lesson. WCR will charge in full for a no call, no show and late cancellation. Every effort will be made to reschedule a lesson based on availability; however it is not a

guarantee. If you are a no call, no show for two scheduled lessons, you have voluntarily given up your riding time for the remainder of the session without refund.

Client/Rider Expectations

These policies were established to insure the quality and safety of our lessons for instructors, students and volunteers.

- If a rider is dismissed from the WCR program, a prorated refund may be issued depending on circumstances of dismissal.
- Riders should arrive 10 minutes before the start of their designated lesson time. This allows for proper helmet fitting and exchange of any information to Instructor or staff.
- Riders arriving more than 10 minutes late for designated lesson time will not be able to join the class, unless a call to WCR has been made, confirmed and agreed upon. Fees will not be refunded. If late for a private lesson, the lesson will be shortened.
- No refund or credit will be offered for vacations, temporary illness, or unanticipated circumstances. WCR will try to schedule a make-up lesson or allow a per-lesson fee rather than a session fee.
- No refund or credit will be offered if two consecutive lessons are missed, unless absences are for medical reasons or unless previously approved. Fees will not be refunded.
- Intentionally hitting or kicking of horses is NEVER allowed, and will result in dismissal from the program. Unsafe, combative, or disruptive behavior toward staff, volunteers, or horses by students, caregivers, or visitors will be dealt with on an individual basis.
- Destruction of WCR property by parent/guardians, rider, or visitors is ground for dismissal or removal from program activities. The offender will be asked to immediately leave the property and may be subject to legal action.
- For the safety of our horses and staff, rider weight limit generally is 150 pounds. Any rider 130-150 pounds must be able to remain centered and be balanced enough to not require side walkers for physical assistance. Combination of rider weight and tack generally cannot exceed 170 pounds.

As our horses age, their strength and endurance changes and some require different weight limits. We strive to keep all of our horses healthy, sound and safe. However, there may be times where the horses available may not be suitable for certain riders. This determination will be made on an ongoing basis. If a person is not eligible for riding, WCR may offer an alternative program. This program would allow the student to interact with the horse by grooming, leading, feeding, care and nurturing in a safe environment.

WCR reserves the right to determine whether mounted or unmounted equine activities are safe and appropriate for the Instructor, volunteer, horse, and rider. This determination will be made by the Instructor with input and consultation with the parent/guardian.

Client/Rider Clothing Requirements

- A safety helmet (ATSM-SEI approved) must be worn at all times during the lesson. WCR provides helmets, but parents/caregivers may purchase their own ATSM-SEI approved helmet.
- Long pants such as blue jeans, breeches, or riding pants.
- Protective sun screen, sun glasses and insect repellent as needed.

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Therapeutic Riding Center

Mukwonago, Wisconsin



- Shoes with sturdy ¼" heels (oxfords, riding boots) or non-slip soles are recommended. No one will be allowed to ride or be around the horses if they are barefoot or in sandals.

Client/Rider Clothing Requirements, cont.

- Clients wearing inappropriate clothing including crocs, sandals, open-toed or open-heeled shoes, shorts or skirts will not be able to participate. Fees will not be refunded.
- Refrain from wearing clothes that are too tight, too short or revealing. No tank tops, bra tops, etc.
- Avoid perfumes, oils, and scented soaps or lotions, these may affect the horse and attract insects.

Conditions for Dismissal

In the event a program participant, parent/guardian, or guest does not comply, the following actions may be taken: verbal warning or immediate dismissal from the property and organization.

Immediate dismissal from the property and organization will occur for:

- Intentionally endangering the safety of others and/or animals.
- Inappropriate use of the facilities, mailing lists or monies.
- Disruptive or abusive behavior to the individuals or animals at WCR.
- Repeated disregard of the organizations safety rules, policies and procedures.
- Possession of a weapon, illegal drugs or paraphernalia.
- Being under the influence of alcohol or drugs.

Please retain the WCR Rules and Policies for your records and return only the attached signed Agreement page.

WC
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Therapeutic Riding Center
Mukwonago, Wisconsin



WCR Safety Rules & Policies, Implemented 8/2007; Revised 2015; 2017

Please retain the WCR Rules and Policies for your records and return only this signed Agreement page.

All paperwork, including this signed statement and Physician's Release, MUST be completed and turned in at time of assessment.

Participant/Parent/Caregiver Agreement to Willow Creek Ranch, Inc. Rules and Policies.

By signing below, I indicate my willingness to abide by these safety rules and policies. I further understand that failure to comply with these safety rules and policies will result in discharge from the program. I have read and understand the policies and program safety rules and policies by which WCR operates.

In addition, I agree to the **Confidentiality Agreement**: I understand that all information (written and verbal) about participants at this PATH Intl. Center is confidential and will not be shared with anyone without the expressed written consent of the participant and his/her parent/guardian in the case of a minor.

Parent or Guardian Signature Date

Print Name

Check box if Program Participant is age 18 or older and the responsible party

Program Participant Signature Date

Print Name