

# Parkwood TRC Rider Agreement

Please read, complete, and return all forms. Forms must be mailed or given in person.

## PAYMENT PROCEDURES – Therapeutic Riding – 30 minute lesson

### **Fee Schedule:**

Each client will be evaluated by our Executive Director and/or our Program Director. The evaluation will determine the appropriate lesson and if your rider is an appropriate candidate for our program. **Depending upon the physical characteristics of the disability, Physical Therapists may be asked to be present at the evaluation. This would be an additional and separate cost of \$50.00 at the time of the evaluation.**

**Basic Fee: \$45.00 per one 30 min. weekly lesson. Classes will be up to four riders.**

1. **Fees are to be paid by the first monthly lesson.**
2. A \$15.00 late fee will be charged if not paid by the second lesson. In addition, lessons will be suspended until full payment is received.
3. All bank fees charged for returned checks are the responsibility of the participant.
4. Fees can be PAID BY MAIL - Send payments to Parkwood TRC, 3142 Mechanicsville Rd. Philadelphia, Pa. 19154
5. Fees paid in person: **Fees paid in person are to be given to Executive Director or Program Director only.**

### CANCELLATIONS:

1. We appreciate 24 hours if it is necessary to miss a lesson. A make-up session will be scheduled, if available. Cancellations received within 24 hours of the scheduled session are considered to be a **NON EXCUSED FORFEITED** absence and the cost for the session is still due and owing.  
\*Note: Clients requiring surgery or experiencing a serious illness (more than two weeks; duration) will not be required to pay for or make up the lost sessions, but a valid doctor's note will be needed to resume riding. During this time, the client's slot will be held until the client is able to return.
2. **Two weeks advance notice** is needed for any vacation lasting longer than two lessons.
3. Excused absences are as follows:
  - a. Religious activity – makeup session required within 30 days, if available, as determined by schedule cancellations, plus one-week notice. Note, the further in advance notice is given, the greater the possibility a makeup session will be able to be scheduled.
  - b. Extended illness or surgery – no fee or makeup required, but a doctor's note is required to resume riding. An extended illness is considered to be an illness which is in excess of two weeks.  
**Weekly coordination with Program Director is necessary for fee waiver.**
  - d. Family emergency – session may be made up or excused completely as determined by the Executive Director.
4. Cancellation of classes due to weather is at the sole discretion of Parkwood and is not determined by school closures. Messages as to class cancellation will be available on 215-715-6123 no earlier than two hours prior to the beginning of class sessions for that day. Credit will be issued for this.
5. Exceptions to the attendance and fee rules can be made in extenuating circumstances. Any client/family with such a situation can submit all pertinent information in writing and the Executive Director will then take the matter under consideration.

### LATE ARRIVALS:

Please let us know if you are going to be late. Classes are planned in advance for you. Our dedicated team of volunteers and instructors will be waiting. **So if you're late, communicate!** Call or text the Instructors at 602-320-8624 and 215-715-6123. The manner, in which the lesson will be continued, will be at the Instructor's discretion. **NO** credit or make-up time will be issued.

### INFECTIOUS DISEASES:

**Please be considerate of our riders, volunteers, and staff by keeping your rider at home if they are not feeling well. This is inclusive of all viral or bacterial infections.**

### **DRESS CODE FOR PARTICIPANTS:**

Appropriate attire is essential for the comfort & safety of the rider. **Long pants are required.** Pants that are made of nylon, polyester, or other “slippery” materials are not acceptable. Closed-toe footwear with a closed back is mandatory for all riders. Riders riding with stirrups will need appropriate riding boots. The rider may NOT ride if not dressed appropriately.

**Weather related clothing:** Please provide jackets, sweaters, gloves, etc. in the event of colder temperatures. Remember, the arena is not heated.

**Summer related clothing:** Shorts are not permitted. Rider’s legs can become irritated unless they are protected. Also, proper footwear is required. No sandals, etc.

**Helmets:** Helmets must be worn by all riders prior to and through the entire lesson time. Parkwood will provide an ASTM/SEI certified helmet if the rider does not have their own. Helmets must properly fit the rider. Meaning, they should stay on the head when harnessed without rocking or moving. It should rest so there can be two fingers placed between the eyebrows and the edge of the helmet. **Please place helmets back in their designated area after use.**

### **WEIGHT RESTRICTIONS:**

The weight limit for riding at Parkwood TRC is 200 pounds. Weight restrictions are also based on the extent of a rider’s physical, emotional, and cognitive disability, as well as each individual horse’s conformation and size. This is due to safety considerations for the horses, riders, volunteers, and instructors. Riders may be asked for an updated weight at any time.

### **OBSERVING CLASSES:**

- We are happy to have families and friends of riders observe as long as it does not distract the class. We ask that you do not interrupt or distract the rider during the active lesson. This includes any additional siblings etc. Cell phones should be put on vibrate mode and used away from lesson area.
- **Riders should remain in the waiting area until their instructor or a volunteer comes to get them for their lesson.** There are specific areas designated for observation.
- For the safety of the rider’s team; parents, caregivers, siblings etc. are not permitted to enter the arena.
- **The mounting ramp is considered the most dangerous area during the rider’s lesson.** Parents and caregivers are not permitted on the mounting ramp unless requested to do so by the instructor. **UNDER NO CIRCUMSTANCES** can a rider be mounted onto or dismounted from a horse by anyone other than an instructor unless previously authorized.
- Please keep activity/noise level around the mounting ramp area extremely low.
- Parents, caregivers, siblings etc. must stay behind the barred arena entryway.
- Some parents wish to help by side walking during class. We are happy to train you for this skill. Let us know if you wish to participate.

### **SUPERVISION REQUIREMENTS**

All participants under the age of 18 must be accompanied by a parent, adult guardian or aide. An adult must remain on the premises that will be responsible for any dependence needs and/or emergencies and must accompany participants with medical or functional dependency

### **HORSES:**

Do not feed any of the horses. Our horse’s diets are supervised solely by our staff. In the event you are bringing any type of treat for our horses such as carrots, apples, etc. you may hold onto them until the end of the lesson. Let your instructor know that you have brought them. The instructor will facilitate any feeding experience. **Riders are not permitted to go into the barn area without an instructor.**

### **PETS:**

We have a high commitment to safety for our riders and horses; therefore, no pets are allowed on the premises. Exceptions are certified companions or working therapy support animals.

### **SMOKING – PARTICIPANTS & GUESTS:**

There is absolutely no smoking on site unless you wish to smoke in your car.

**PARKING:**

Please park in the designated areas. Do not block walk way areas. **Please observe a 5 MPH courtesy standard when entering and exiting the property.** We could have horses and/or riders moving from one area to another. Your cooperation is appreciated.

**DISCIPLINARY POLICY**

Parkwood disciplinary policy has been developed to ensure a safe and conducive environment for all involved in our therapeutic riding program. The Parkwood Executive Director, Program Director, Equine Director and/or Instructors have the right to discipline a rider, parent/guardian and/or aide.

- a. First offense: (includes a documented verbal warning) If this is a rider, he or she will be dismounted from the horse if the warning is not acknowledged.
- b. Second offense: (written warning) If a rider, he or she will be dismounted from the horse and dismissed from the riding lesson for that day and will receive a written warning.
- c. Third offense: (final warning) The rider will be dismounted from the horse and dismissed from the program with written notice to follow.
- d. If the offender is a parent, guardian or aide they will follow the same disciplinary policy and can be removed from the program on the third offense. If the offense pertains to a parent/guardian or aide, removal from the program may also include the rider.
- e. Examples of reasons for disciplinary actions: disruption to class, behavior problems that are unacceptable or unsafe, disrespect to instructors and/or volunteers including disruption of lesson instruction, any actions deemed unsafe, use of cell phones in the arena, acts which are harmful to the horses, failure to follow program policies, rules, instructions, etc.
- f. A rider, parent, guardian or aide will be immediately removed from the Parkwood program for inappropriate sexual comments or sexual misconduct.

**Yes, I would like \_\_\_\_\_ to participate in Parkwood’s therapeutic riding program. I read, understand, and agree to the above conditions as defined by Parkwood TRC.**

**Signature of Parent /Guardian \_\_\_\_\_**

**Signature of Participant over age 18 \_\_\_\_\_**

**Date: \_\_\_\_\_**

**PLEASE SIGN, DATE AND RETURN ONE COPY.  
PLEASE KEEP A COPY FOR YOUR REFERENCE.**

**PHONE NUMBERS USED TO CALL FOR CANCELLATION:**

**215-715-6123 (Sarah)**

**602-320-8624 (Shelley)**

**\*Please use the number that corresponds for the Instructor that day.**

**VERBAL CANCELLATIONS MUST BE DIRECTED TO THE INSTRUCTORS ONLY,  
OTHERWISE THE STANDARD FEE WILL BE CHARGED.**