

Weather

We offer riding lessons throughout the year. Please let us know of any sensitivities to weather related issues your rider might have.

During the **winter**, if the Madison County Schools are closed, please call Mountin' Hopes before coming to your lesson to check the weather here.

Thunder that is close and occurs multiple times will cause the lesson to end. A lesson will not begin until the storm has safely moved on. Riders, families, and volunteers should come into the office and out of the barns.

Lessons cancelled to weather will be credited. Lessons that were started & completed by at least 50% will not be credited.

Payments

- * Annual registration fee due in January or your first participating session of each year.
- * Riding session fees can be split into 2 payments for 12 week sessions. The first payment (or full payment) is due prior to the start of the riding session. Six week sessions must be paid in full before the beginning of the session.
- * Each session must be paid for in full before registering for another session.
- * Online payment is available through PayPal on our website.
- * Please speak to Mountin' Hopes staff if you would like to apply for a riding scholarship. Opportunities are also available to donate to the Scholarship Fund to help others be able to ride.

Family & Care-giver Handbook

Welcome to Mountin' Hopes!

We've put together a bit of information you might find helpful during your time at our farm. Please review the following sections and don't hesitate to speak to us about any questions, concerns, or comments you may have.

We're glad you're here!



(828) 689-2291

www.mountinhopes.org

PO Box 387 Mars Hill, NC

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Rules & Regulations

Our number one priority is on safety. Please help us by following these rules and guidelines and ensure that your guests do too.

- * **NO SMOKING** except in your personal vehicle.
- * Riders, families, & guests should not enter the barn area until requested to do so.
- * All clients must be supervised by an adult. Please stay on Mountin' Hopes property while your rider participates.
- * Please stay in designated barn & arena observation areas only. Do not wander the farm or enter pastures.
- * No flash photography near the horses.
- * Pets are not allowed on the farm during lesson time. Dogs are allowed on leashes at other times and with permission of staff.
- * Parents & caregivers are encouraged to observe from a distance in order to encourage independence from the rider.
- * Please be responsible for siblings & guests while on the farm. Please keep distractions to a minimum so riders can focus on the lesson and horses will not be spooked by noise/commotion.
- * **First Aid is available in the Office.**
- * Phones are for local calls only when available. Phones for emergencies are located in the office & in the barn aisle.
- * There is an alert alarm in the bathroom. If you see a flashing alarm in the office, please notify staff immediately.
- * Drive slowly down the driveway (10 mph).

Attendance & Cancellations

Consistent attendance results in a better experience for everyone involved. Please try to schedule your lessons during a time you know you can commit to.

If you do have to cancel, please call as soon as possible so we can give our volunteers advance notice.

- * Only **excused** absences will be credited.
*Excuses will be given if the rider is sick or has a family emergency **and** notifies Mountin' Hopes at least 2 hours prior to the start of the lesson.*
- * A "**No Show**" is recorded if rider does not show up for class without notification or notification with less than 2 hours notice.

Tardiness

Being on time ensures the quality of the lesson for everyone. Please plan to arrive 10 minutes BEFORE the start of your lesson.

- * If a rider is more than 15 minutes late for a **group** lesson, they may not be permitted to ride.
- * If a rider is more than 15 minutes late for a **private** lesson, they will only ride the remainder of the lesson.
- * If a rider is more than 15 minutes late for a **private 1/2 hour** lesson, the rider will not ride.

Repeated absences & late arrivals could result in attendance probation.