



SERENDIPITY FARMS  
AUSTIN, TX

## LESSON POLICIES

### GENERAL

Scheduling is done online. Please use the link below to set up your account and schedule lessons.

[http://www.supersaas.com/schedule/Serendipity\\_Farms\\_Austin/Serendipity\\_Farms\\_Lessons](http://www.supersaas.com/schedule/Serendipity_Farms_Austin/Serendipity_Farms_Lessons)

Before your first lesson, please fill out the Client Information Form and Liability Release which includes the rider's and/or the rider's parents' contact and billing information.

**Students new to Serendipity must take a private lesson to start.** Our instructors will assess the student's riding level and then recommend the appropriate group lessons, if the student is ready. Students who have never ridden before should plan to be in private lessons for at least two months. **Before signing up for Group Lessons or Semi-Private Lessons, the rider must have control of the horse at the walk and posting trot independent from the lunge line.**

Client Information

[http://www.supersaas.com/form/Serendipity\\_Farms\\_Austin/SF\\_Client\\_Information](http://www.supersaas.com/form/Serendipity_Farms_Austin/SF_Client_Information)

Liability Release

[http://www.supersaas.com/form/Serendipity\\_Farms\\_Austin/SF\\_Liability\\_Release](http://www.supersaas.com/form/Serendipity_Farms_Austin/SF_Liability_Release)

Students are expected to be tacked up and on their horse by their scheduled lesson time. Riders are required to tack and untack their horses, so please allow for extra time (we suggest arriving 30 minutes before your scheduled lesson time). **If a rider is late to their scheduled lesson, the lesson will still end at the scheduled time, regardless of what time the student arrived. If the instructor needs to assist the rider in tacking and/or untacking their horse, private lesson time will be used.**

**Lessons are approximately 45 minutes to 1:15 long.** Some lessons may end early, some may run a little longer, depending on the progress made during the lesson, the condition of the horse(s), the energy level and attention span of the student(s), etc. The instructor's discretion will determine the length of the lesson.

We have a responsibility to our wonderful lesson horses. In order to ensure that they stay happy and healthy for many years, we do not allow them to jump higher than 2'6" and we may restrict the number of days per week that each horse jumps.

## **EQUIPMENT**

Paddock or tall boots, long pants and a riding helmet (no bike helmets) are mandatory. Optional equipment includes: half or full chaps (worn over paddock boots), breeches, spurs, crop, gloves, etc.

## **RIDER RESPONSIBILITIES**

The rider is expected to check their assigned horse for any missing or twisted shoes or any signs of injury while grooming and tacking and to immediately inform their instructor of any findings.

**Students should not expect to ride the same horse for every lesson, WE ASSIGN LESSON HORSES BASED ON THE NEEDS OF THE HORSES, not student requests.**

Students are required to clean up after their horse (this includes sweeping up horse excrement and after picking out hooves). Riders are also required to put away all tack and grooming supplies.

## **PARENT RESPONSIBILITIES**

We kindly ask that parents refrain from interacting with both students and the instructor during lessons. Parents are not allowed inside the arena at any time during a lesson. It is highly recommended that parents, who wish to observe lessons, do so from a distance in the seating areas provided away from the arena fencing. All refreshments should be given to the student prior to the start of the lesson and should be inside the arena with the instructor.

## **CANCELLATION POLICY**

Absence from a lesson requires at least a 24-hour notice to the instructor. If adequate notice is NOT given, the lesson will be forfeited and charged (lessons cancelled by Serendipity Farms or by the instructor will not be charged).

## **BAD WEATHER POLICY**

Whenever possible we do NOT cancel lessons due to bad weather. In the event that riding is not available due to bad weather, a barn lesson will be given which will cover horse care, horsemanship, etc. If a student does not attend the barn lesson, the rider will forfeit

any make-up without refund or credit. If we do cancel lessons due to weather, we will notify you via email or text.

## **INVOICING**

Lessons are invoiced at the end of the month for the entire month. Look for an email from our accounting software on or around the 1<sup>st</sup> of the month.

**We do not accept paper checks for payment.** You will have several online payment options on your invoice to pay. For example, Venmo, ID @Laura-Persons-SF

If you have any questions or concerns about your charges, please email [serendipityfarmsllc@gmail.com](mailto:serendipityfarmsllc@gmail.com)

We do accept Credit Cards via Venmo ONLY or with an additional 3% processing charge.

There is a \$15 processing fee per paper check payment. Please include the processing fee on your paper check, if you choose to use that form of payment or your invoice will not be paid in full and late fees will be charged. Please note there is often a significant delay in the processing of paper checks left at or mailed to the barn. You will continue to receive unpaid invoice notices during this time. Please use an online payment system for your convenience and the safety of your banking information.

Payment is due in full upon receipt. A late fee of \$45.00 will be assessed on the 10th day after the invoice is sent. After 30 days, all invoices will be subject to a charge equaling 10% of the outstanding balance every 30 days until the balance is paid in full.

HAPPY RIDING!