

Hope Ranch Therapeutic Riding Center, Inc.

2011 POLICY AMENDMENTS

The policy amendments described herein are a change or improvement to the current operations of Hope Ranch. These amendments will be implemented to better serve you and your child as well as to ensure their safety. These policies will be effective January 1, 2011.

1. Session reservations need be made at least **7 days** before the first day of the session. Riders will not be accepted after this time. You will need to wait for the next 10-week session for your child ride with us again. To reserve your child's spot for the next session, call 785-587-8180 or email infor@hoperanchks.org.
2. Your child needs to **arrive at least 15 minutes before** his/her class starts so that the child is ready to ride when the class begins. Between Dry Creek's private lessons and Hope Ranch's riding classes, we need to ensure classes do not run late and that the arena is available for others to use when they need it.
3. If you **arrive 15 minutes late or less** to your child's riding class, your child will **not** be able to make up the time he/she has missed. Your child will only be able to ride for however much time is left in the hour. As aforementioned, we need your help in maintaining our schedule so that we do not cut into other riding classes or Dry Creek's lessons.
4. If you are running **late by more than 15 minutes** and have forgot to call us, your child will not ride that day, especially if he/she attends a class with other children who will be riding already. We do not wish to take away class time from children who have arrived on time. If your child is in a class by themselves, then it is left to the discretion of the instructor as to whether your child will ride, but again, your child will only be able to ride for however much time is left of his/her class.
5. If your child is going to miss a class, please try to give the instructor **at least 2 hours notice (24 hours is preferable, if possible)**. We understand, however, that things come up unexpectedly and sometimes notice is just not possible. We hope, though, that you will do your best to respect the time of our volunteers.
6. **Missed classes will not be rescheduled.**
7. If your child **misses three classes**, he/she will be **dropped from the session**. We only allow a maximum of 6 riders per class, and your child's reserved spot could be filled with a child who will use. We do hope that your child will be able to join us for our next session.

Note: If you have questions regarding any of these policies or feel your situation is an exception to one or more of these rules, please contact a Hope Ranch administrator at info@hoperanchks.org or 785-587-8180. Please do not go through your child's instructor.

Your cooperation is greatly appreciated. We hope to see you and your child at the ranch!

Thank you,
Ken Scroggs, board president and owner,
and Hope Ranch staff