



## Chasing Rainbows Policies for Program Participation 2017

### Eligibility

- **Age:** Our minimum age for a new participant is 4 years, unless medically advised to begin at a younger age (*recommendation letter from a medical professional is required in these cases*). There is no maximum age for participation.
- **Weight limit:** Due to safety considerations for the participant, volunteers, staff, and horses, we adhere to a strict **175 lb. limit** for ALL riding programs. Individuals requiring the use of our adaptive saddle (who are unable to maintain a sitting position independently) must weigh less than 125 lbs due to the increased weight of the equipment. *Participants over the weight limit are welcome to participate in our non-riding programs.*
- **Physician's Statements:** Must be completed and kept current (new form every 12 months). **New forms are due by the beginning of the session during which old forms will expire.**
- **Attire:**
  - Close-toed shoes. Sandals, Crocs, slip-on shoes are NOT permitted.
  - Long pants are strongly recommended to prevent chafing from the saddle/equipment.
  - Weather-appropriate clothing, including gloves in the winter/spring/fall and sunscreen/sunglasses in the summer.
  - ASTM/SEI approved riding helmet, provided by Chasing Rainbows. Participants may use their own helmet if it is ASTM/SEI approved for horseback riding (not biking, etc.) and that certification is current (date stamped inside helmet is within 5 years).
- **Arrival time:** 5 – 10 minutes before lesson start time. **Late arrivals will not be permitted to ride.** A participant will be considered late if he or she arrives after the horses have left the barn to begin the lesson.

*All eligibility criteria and policies are centered on **safety**. As a center member of the Professional Association of Therapeutic Horsemanship International, we follow the association's guidelines for safe participation.*

## Attendance, Absences and Makeup Lessons:

- **Cancellations with less than 24 hours' notice:** If you must cancel with less than 24 hours' notice (with the exception of illness or family emergency), or if you fail to show for your lesson and give no notice, you will be responsible for a \$35 missed appointment fee and will not be eligible for a makeup lesson. If you are a private pay participant, this fee will be deducted from your session payment. Scholarship or alternative funding recipients will be responsible for the full \$35 fee, and will be billed at the beginning of the month for any missed lesson(s).
- **Weather cancellations:** May occur in the case of: Steady rain, severe thunderstorms, cold/windy conditions, if the heat index exceeds 95° Fahrenheit, or in other conditions deemed unsafe by Chasing Rainbows staff. In these cases, Chasing Rainbows will communicate, via email, notice of cancellation to all participants scheduled to come at that time. **Please check your email on lesson days.** If you have NOT heard from us, lessons are proceeding as scheduled. In the case of rapidly changing weather conditions, we will make every effort to contact participants with as much notice as possible.
- **Makeup times:** Will be offered as the schedule allows. **Priority will be given to those making up lessons for weather cancellations.** There is one makeup lesson at your regular time built in to every session. Lessons for non-weather-related absences may be made up ONLY if there is availability in the schedule AFTER weather cancellations have been made up, but **there are no GUARANTEED make up lessons for this type of cancellation.** Any lessons not made up by the session end date will be forfeited.
- **No shows/Frequent cancellations:** No-show/no-notification occurrences and/or repeated cancellations EVEN WITH notification may lead to nonparticipation in the program.

*It is very important to regularly attend assigned riding times. Not only does this help to maintain the participant's progress, but it also ensures that we are able to serve as many individuals as possible each week. When a participant does not show for a scheduled lesson without giving adequate notification, our valuable volunteers waste their time, our horse is prepared unnecessarily, and another program participant is denied the opportunity to ride at that time. If you must miss a lesson for any reason, please contact us as soon as possible!*

## Fees and Payment Policies:

- **Cost of services:** \$315 for a 9-week therapeutic riding session in groups of no more than 3. See our website for information on the pricing of other programs.
- **Scholarships:** We have never turned away a participant due to financial means. If you are unable to pay for sessions and are unable to arrange third party payment, visit our website for more information and a Scholarship Application. Scholarship amounts range from 25% - 85%.
- **Payment:** A \$100 non-refundable deposit is due prior to the start of each session. Session balances are due at pre-determined dates near the midpoint of the session (see registration paperwork for current deadlines). Unpaid accounts will result in the participant losing his or her reserved riding time at the end of the session. When the account is returned to a state of good standing, a new session may be scheduled according to availability.
- **Third party payment:** **Our programs are not covered by insurance plans at this time.** If you are planning to have a third party pay for your session (including Cumberland/Perry MH/IDD, Keystone Autism Services, private foundations, etc.), we must receive notification of funding approval by the deposit deadline date in order to secure a riding time.
- **Subsequent sessions:** The deposit/funding approval policies outlined above apply to ALL sessions, including second or third sessions in the season.
- **Private lessons:** In general, the benefits of small group lessons outweigh those of private lessons. If private lessons are desired, they may be scheduled at a rate equal to that of a group of 3 (\$100/hour). Please keep in mind that private lessons deny therapeutic services to two individuals who otherwise could have joined a group lesson at that time.

## Office hours:

- **Administrative functions:** Answering phone calls, emails, etc. will happen Monday through Thursday between the hours of **9 and 11 am**. Please do not ask administrative questions while at the barn. In order to provide the highest quality therapeutic services, full attention during lesson hours will be devoted to the participants. Bringing payment or completed paperwork with you to your lesson is acceptable (place in the secure drop box in the tack room).
- **The phone will NOT be answered (including texts and emails) during lesson hours (2:30-7:30 pm Monday through Thursday, 9 am to noon Fridays).** The only exception to this will be in the event of weather cancellations, in which case emails or texts may be sent during these hours to notify participants of the cancellation (calls will still not be answered or returned during this time).