



Endless Journey Farm: Riding Academy Policies

We're thrilled you're interested in experiencing the joy of horseback riding with Endless Journey. To ensure a safe and enjoyable experience for everyone, please read through our riding school policies. These policies outline the responsibilities and expectations of riding students at Endless Journey Farm.

Lesson Scheduling

- Scheduled and drop-in lesson packages are available.
- Scheduled lesson days and times are agreed upon by the rider and Endless Journey.
- Riders in scheduled lessons may not change days or times.
- Drop-in lesson packages are available for riders with changing schedules.
- Drop-in lesson days and times are variable and are subject to availability.
- Drop-in lessons must be booked through the online booking system, by email to the email address of ejfridingacademy@gmail.com or by text/telephone to 705 761-5066.
- It is recommended to book a drop-in lesson at least 24 hours in advance.
- Once a drop-in lesson is booked and confirmed, it is subject to our cancellation policy.
- It is the rider's responsibility to book drop-in lessons. Drop-in lessons that have not been used within 30 days of purchase will not be carried forward to the following month.

Riding Attire

The following list of riding attire is required to participate in lessons. Riders will not be permitted to ride without the correct attire.

- A properly fitted ASTM/SEI approved riding helmet.
- Riding boots or boots with a low heel.
- Riding breeches, jodhpurs, leggings, or long pants.
- An appropriate top. Tank tops or sleeveless tops are not permitted.
- Long hair tied back in a low ponytail or braid.

Horse Care

Horse care is of utmost importance at Endless Journey Riding Academy. Riders are required to care for their lesson horse, clean tack and keep the barn tidy.

- Please allow 30 minutes before and after your scheduled lesson to tack-up, groom and care for your lesson horse.
- Horses must be groomed appropriately before and after each lesson. Tack must be cleaned after each ride.
- Riders will be excused early from any lesson that follows a lesson in which they did not appropriately care for their lesson horse.
- Riders arriving more than 20 minutes late for a scheduled lesson will not be permitted to ride and will be required to forfeit the lesson as a cancellation.
- In the event of extreme weather, poor footing, or conditions that are unsafe for riding, a horsemanship lesson will be given in lieu of a mounted riding lesson.
- Leading horses by the halter without a lead is not allowed, no exceptions.

Facility Use

- Riding Academy Students are permitted in the riding academy barn, the indoor viewing area, and the washroom facilities.
- For safety reasons, the red barn is strictly off limits.
- All visiting dogs must be on a leash.
- Endless Journey Farm is a non-smoking facility.
- Riding Academy Students are only permitted to ride in assigned areas.
- Riding Academy Students are required to sweep the barn aisle before and after every lesson and put away all grooming tools and riding equipment.

Payment Policy

- Payments can be made to Endless Journey Farm Inc. by cheque, E-transfer, or credit card.
- If paying by credit card, Endless Journey Farm Inc. requires a pre-authorized credit card form completed and submitted with registration.
- If paying by E-Transfer: payment is due on the 25th of the month prior.
- Riding Lessons are 45 - 60 minutes in length and the fee structure is as follows:
 - Scheduled group lessons are \$50.00+ HST
 - Scheduled private lessons are \$80.00 +HST
 - Drop-in group lessons are \$80.00 +HST
 - Drop-in private lessons are \$100.00 +HST
- Lessons will be invoiced monthly to the provided email.
- Riders will not be permitted to ride if lessons are not prepaid.
- Riders who wish to change their lesson package must submit the request by email to the email address of ejfridingacademy@gmail.com or by text/telephone to 705 761-5066 before the 15th of the month prior.

Cancellation Policy

- One make-up lesson per month is permitted with a minimum of 24 hours notice.
- A make-up lesson must be scheduled within 30 days of the initial reschedule date.
- Cancelled lessons result in a forfeiture of the lesson and all associated fees. There is no make-up lesson available for cancelled lessons. This includes last-minute rescheduling requests and cancellations due to illness.
- Missed lessons will not be credited on future invoices or carried forward past the 30- day scheduling window.
- It is the responsibility of the rider to reschedule the make-up lesson.
- Rescheduling requests are only accepted via the online booking system, by email to the email address of ejfridingacademy@gmail.com or by text/telephone to 705 761-5066.
- Rescheduling requests will not be accepted through verbal agreement with riding instructors.
- Should a lesson be cancelled by Endless Journey Farm Inc. a make-up lesson will be scheduled.