



LOVELANE POLICY STATEMENT

SESSIONS: Our programs run in 3 sessions: Summer, Fall, & Spring

PAYMENT

- *Payment is due in full within 7 days of Lovelane confirming your student's place in the program unless otherwise noted in your official confirmation.*
- *Payment must be received before your student begins the program. Payment secures their enrollment. Students will not be permitted to participate until tuition is paid.*
- *Payment is non-refundable, except in the case of extreme circumstances.*
- *A late fee of \$50 will be assessed if payment is not received by the due date.*
- *Extra lessons can be purchased depending on availability.*

CANCELLATION & MAKE-UP POLICIES

- **There are 2 ways to notify us of your cancellation:**
 - *For cancellations with LESS than 24-hour notice, CALL the cancellation line: 781-259-1177 opt. 1. If you are running late, please call and leave a message on the cancel line.*
 - *For cancellations with MORE than 24-hour notice, EMAIL: Cancel@lovelane.org*
- **For All Mounted Riding Lessons:**
 - **If you cancel your lesson with MORE than 24-hour notice, you may reschedule that lesson for up to:**
 - *3 lessons for fall & spring weekly riders and school year hold riders (weekly riders' lessons will be rescheduled to the designated make-up weeks at the end of the fall & spring sessions).*
 - *2 lessons for fall & spring hold riders and summer weekly riders*
 - *1 lesson for hold riders in the summer and recreational riders**Any cancellations beyond the quantity listed above will not be eligible to be rescheduled and are forfeited. These make-up lessons must be completed before the end of the session during which they were cancelled.*
 - **If you cancel with LESS than 24-hour notice, the lesson will be forfeited. No reschedules or refunds will be available. There are no exceptions for illness.**
 - *If you do not attend a scheduled lesson, the lesson will be forfeited. No reschedules or refunds will be available.*
 - *Students who do not attend their class or lesson without any communication to the program office ("no call no show") more than 4 times a session for spring & fall therapeutic riding sessions or more than 3 times a session for all other programs will forfeit their ability to reregister for the next session.*
 - **If Lovelane cancels your lesson, we will offer you make-up opportunities.** *If Lovelane cancels a lesson during the spring or summer sessions, you have until the end of the subsequent fall session to schedule the make-up lesson, or it is forfeited. If Lovelane cancels a lesson during the fall session, you have until the end of the subsequent spring session to schedule the make-up lesson, or it is forfeited.*
 - **Lovelane runs a modified schedule for the week between Christmas & New Year's and for April Vacation week.** *Our regular weekly schedule is paused, and lessons are available on a sign-up basis. If you do not sign up to ride during these weeks, the missed lesson will be scheduled during a makeup week, if available. Students who have already rescheduled 3 lessons will not be eligible for an additional makeup.*
 - *It is the parent/guardian's responsibility to connect with the program office to coordinate their make-up lesson(s).*
 - *If you cancel a make-up lesson, you are not eligible for an additional make-up lesson. This includes lessons that are scheduled during the designated makeup weeks.*
- **Therapeutic Riding ASSESSMENTS:** *If you do not show up for your assessment without calling or emailing ahead, you forfeit your assessment fee and your opportunity to join the program.*
- **Therapeutic Riding TRIAL SESSIONS:**
 - *Any session you cancel is forfeited. There will be no make-ups and no refunds for missed trial lessons.*
 - *If Lovelane cancels your lesson, we will offer you a make-up opportunity.*

- **Unmounted Programs and Workshops:** Any workshop or unmounted session you cancel is forfeited. There will be no make-ups or refunds for missed workshop days or unmounted classes. If Lovelane cancels a class, then you may be provided with a make-up opportunity or a credit depending on the circumstances.

HOLD RIDERS

- The Program Office will send out regular emails with available lesson openings for hold riders. Ultimately, hold riders are responsible for scheduling their own lessons and can email or call the Program Office to schedule their lessons
- There will be no credit or carryover for lessons that have not been scheduled during the session or year.

ANNUAL PAPERWORK

- All students are required to submit a physical, dated within the last year and including an accurate height and weight, to the Program Office every year. Physicals are due on July 31st of each year to participate in the fall session.
- Some students, including those with Down Syndrome and other diagnoses indicated in PATH Intl standards, are also required to submit an annual Physician Referral form that includes a doctor's signature.

WEIGHT LIMIT

- A weight limit ensures the safety of Lovelane's lessons. Generally, students with a passive weight of less than 130 lbs or an active weight of less than 160 lbs are permitted to ride. Lovelane staff continually assess each rider to determine safety and appropriateness for the program.
- Any rider requiring a full transfer and/or requiring major trunk support to sit on the horse must weigh less than 100 lbs and/or be approved for safety by the Lovelane staff.

SAFETY

- **Safety is Lovelane's number one priority.** The staff reserves the right to exclude participation in our program if a student is deemed unsafe for any reason.
- Instructors may end a lesson prior to completion if they feel the circumstances have become unsafe. Unmounted lessons may be provided as an alternative if the instructor deems it appropriate.

STUDENT SUPERVISION FOR MOUNTED RIDING LESSONS

- Parents/guardians must remain on the Lovelane property while their student rides if the student is under 18 years old.
- If a parent/guardian will not be in the family viewing room or in their vehicle, they must let the instructor know where they will be during the lesson.

STUDENT PICK-UP FOR WORKSHOPS AND UNMOUNTED SESSIONS

- Students must be picked up on time. Lovelane does not have staff available to supervise students after programs end.
- If you will be unavoidably late to pick up, please call and leave a message on the cancellation line, opt. 1. After the third late pick up, the student will be removed from the program with no refund for any remaining sessions.

INCLEMENT AND DANGEROUS WEATHER

- Thunder, lightning, severe wind gusts, and extreme heat can create an unsafe riding environment.
 - For individual riding lessons: Instructors will provide unmounted lessons where appropriate, or Lovelane may cancel your student's lesson.
 - For Horsemanship Workshops: Other unmounted activities will replace the riding time for that day.
- If Lincoln Public Schools are closed for inclement weather, Lovelane is also closed. Depending on the timing of snow, Lovelane may also cancel lessons even if Lincoln Public Schools are open.
- If Lovelane cancels lessons, families will be contacted via email, phone, or text with as much notice as possible and will be allowed to reschedule the lesson according to the policies above.

PHOTOS & VIDEOS

- We welcome you to take photos and videos of your student for personal use. Please do not use a flash, as it can scare the horses. For their privacy, please refrain from capturing other students' faces in the background of photos and videos.