



## FIVE STAR EQUESTRIAN PROGRAM & BILLING POLICIES

PLEASE READ CAREFULLY BEFORE SIGNING

Name of Student: \_\_\_\_\_

### LESSON POLICIES:

1. Lesson Sign In Sheet MUST be signed before each and every lesson.
2. New clients doing an introductory lesson should arrive 15 minutes prior to their scheduled lesson time to appropriately fit a helmet and complete paperwork.
3. Children 5-7 years of age will not be taught how to tack and untack. Horses will be tacked by Five Star in time for the lesson start time at an additional \$10 fee/lesson. After the lesson, the horses will be untacked by Five Star.
4. Clients over 7 years of age will learn to tack and untack. When new clients sign up for weekly lessons, we will arrange for tacking and untacking lessons at \$20/lesson. Once a client can tack/untack for themselves the additional fee will be dropped. These lessons will occur up to 30 minutes prior and up to 30 minutes after each lesson.
5. Existing clients, please allow 30-45 minutes prior to your mounted lesson time, if you are tacking your own horse for your lesson.
6. Students who are late for their mounted lesson time may join lesson as long as they are less than 15 minutes late, but their lesson will end at designated time and portion missed will be forfeited. Students who are 15 minutes late or more will automatically forfeit lesson, which will be considered an unexcused absence.
7. "Un-tacking" time after a lesson is not considered part of the time you "pay" for, except when you are being given instruction in the first month. It is ALWAYS considered the rider's responsibility. Therefore, please allow up to 1-1/2 hours for your total time at the stable unless prior arrangements are made for groom services.
8. No rider is permitted to ride without instructor present, unless trainer has given permission.
9. Safety checks by trainers are required prior to clients mounting their horses for all levels, except advanced students.
10. We will continue to teach safe lessons in small groups and/or private individual sessions. New riders are always thoroughly assessed. Lessons, horses and instructors are assigned accordingly.
11. Please avoid interrupting the trainers during lessons. This takes her/his attention away from instructing.
12. Owners/Lessee's who are on a Showteam/Training package can use some of their "training days" as lessons, but this MUST be scheduled in advance. Keep in mind that these lessons will be in lieu of schooling rides, so the schooling rides will be forfeited. No more than one schooling ride can be switched to a lesson each week.
13. Only Five Star Equestrian Clients are allowed to handle, groom or ride Five Star horses. Family and guests are encouraged to watch lessons, but must remain clear of the tacking and riding areas. This is for the safety of all.
14. **PLEASE DRIVE NO FASTER THAN 5 MPH** when on the Five Star Stables Property. ALWAYS watch carefully for horses and other animals.
15. Please do not park past the wooden hay barn – the area beyond the hay barn is private property. Please use the main parking area near barn 1 or park across from barn 6 if parking is available along the side of the hay barn.
16. **Lesson and Arena Etiquette** In an effort to keep our lessons productive and offer the highest quality training available, we are asking our students to follow the following rules out of respect for themselves, their trainer and the other students in the lesson and in the arena:
  - **Respect your horse at all times**, no student is allowed to be angry and become unfair to his/her horse;
  - **Respect your trainer**, do not talk back during lessons, even as a joke;
  - **Respect the others in your lesson**
    - Do not disrupt the lessons at any time
    - If you are asked to stop doing something, or, to do something by your trainer, follow those instructions without questioning them
    - If you're unclear why something was asked of you, check in with your trainer at the end of the lesson. If your trainer has another lesson they may ask that you wait for a better time;
    - Be supportive of each other at all times.
  - **Respect others in the arena**, particularly during winter months. We share arenas with others. They all have just as much right to be in the arena and everyone needs to follow proper arena etiquette. Be polite, apologize if you cut someone off by accident, have your eyes looking around the arena and make good decisions about how you navigate a busy arena. Please be particularly aware when there are beginner riders in the arena.
  - **Remember:**
    - Pass left shoulder to left shoulder when traveling in the opposite direction;
    - When passing in the same direction, leave plenty of space between you and the other rider as you pass on the inside, and;
    - If passing on the outside, say something to the rider you are passing before you pass.

If riders do not respect these conditions, they may be asked to leave the arena. We will take into account the level of each rider and in instances where mistakes are made due to lack of experience, we will of course help them out and keep them in the lesson. Our intention is to provide a safe and productive environment for all of our riders and if a student does not respect these conditions, it puts others at risk and creates an unfavorable learning environment.

#### **CANCELATIONS OF LESSONS & MAKE UPS:**

17. **Make-ups** of missed lessons on applicable packages may be completed by doing a 1-hour private session, if available.
18. **Cancellations** MUST be made prior to a scheduled lesson.
  - a. Private lessons must be cancelled with at least 24-hours notice.
  - b. Semi private/Group lessons can be cancelled up to 4 hours prior to scheduled start time.
  - c. If a scheduled lesson is not cancelled and not attended, client will be charged for that lesson, and it cannot be made up.
  - d. Show Team members MUST provide at least 24-hours notice of cancellation of any lesson, in order for training ride to be scheduled.
  - e. There are no make-ups for canceled/missed show team lessons; a training ride will be provided in lieu of a lesson with a minimum of a 24-hour notification; if trainer does not receive proper notification, client will lose that lesson and no training ride or lunge will be provided.
  - f. There are no make-ups for canceled/missed discounted monthly packages.
19. In the event of inclement weather (torrential rain/wind or excessive heat), for the safety of the Horses and Clients we may find it necessary to cancel lessons. We will try inform all at least 2 hours prior to their scheduled lesson time. If you do not hear from us, that means your lesson is still on. Trainer will schedule training rides for show team horses when lessons are cancelled due to weather or we will offer theory & ground work classes.

#### **PAYMENT POLICIES:**

20. **Lesson Packages:** MUST be paid in advance in order to maintain discounted rate and hold the client's spot. Payment for a new package is due by the last lesson of each existing package. Clients will be assured a specific weekly spot, and that spot will be held for the following month as long as payments are made on time. If payment is not received on time that spot becomes available to other riders. If payment is not received for lesson packages by the first day of the new package, a \$25 fee will be assessed and added on to the total price of the package.
21. **Show Team Payments** MUST be made by the 25<sup>th</sup> of each month and our considered late after the 1st. If payment is not received before the 1<sup>st</sup>, a late fee of \$50 will be assessed and added to the month's total. For additional conditions and policies that apply to show team members, please see "Show Team Rates and Conditions".
22. **Training Payments** MUST be made by the 25<sup>th</sup> of each month and our considered late on the 1st. If payment is not received before the 1<sup>st</sup>, a late fee of \$50 will be assessed and added to the month's total.
23. Any outstanding bills or amounts owed to Five Star Equestrian for more than 30 days will incur a \$100 charge on the total outstanding amount due each month. This includes, but is not limited to, commission on Sales/Purchases and Training Fees.
24. If a client opts to discontinue participation in a package or monthly program, any "unused" lessons expire on the last day of 2nd month, based on date package began. We do not refund!
25. Packages are not transferrable, except to immediate family members. The 2-month grace period applies from the date of purchase, even if transferred to a family member.
26. Services are due at time of service for non-show team members; show team members will be billed for services, when applicable. Five Star will often pay for services (i.e. farrier, dental, chiro, acupuncture, etc.) up front and reimbursement of these services MUST be made within 7 days or a 5% late fee will be assessed. After 30 days a 10% fee will be assessed each 30 days.
27. We accept cash/check. Payments may be made in person (please use mailbox at the barn) or via QuickBooks with a bank account.
28. Credit card payments may be requested, however there is a fee associated with using a credit card.
29. Unfortunately, we are unable to accommodate riders weighing in excess of 250 pounds, due to safety issues and the moderate sizes of our horses.
30. A 30-day notice is required to opt out of Show Team and/or any training agreement.

#### **OTHER:**

31. **Horse Purchase:** If you have agreed and committed to having Five Star find you a horse for purchase/lease, you will be responsible for payment of a 15% commission on the price of the horse (or a minimum of \$1,000.00 plus any expenses incurred if price is below \$6667.00), once the horse is acquired. Should you decide to stop the search for the horse prior to finding said horse, then you will still pay a minimum of \$1,000.00 plus any expenses incurred by Five Star Equestrian for the search thus far.
32. **PHOTOGRAPHS, VIDEO PRODUCTIONS, AUDIO PRODUCTIONS, WEBSITE PRODUCTIONS, AND TELECASTS**  
I AGREE that Photographs, Video productions, Audio productions and Telecasts may be made of the Rider either alone or together with others, during horseback riding events at such times or places as FIVE STAR EQUESTRIAN and its AFFILIATES shall designate. The Rider agrees that all rights in such photographs, video productions, audio productions, website productions and telecasts including, but not limited to, rights of sale, reproduction, use and distribution, shall belong to FIVE STAR EQUESTRIAN or its AFFILIATES, its successors or assigns, which may make whatever use of such photographs, video productions, audio productions, website productions and telecasts as it or they may desire. The undersigned hereby grant to FIVE STAR EQUESTRIAN or its affiliates, its successors and assigns the non-exclusive right to use the Rider's first name or likeness for any and all commercial benefit and purpose, without limitation, in perpetuity, throughout the universe, in all media whether known or unknown.

#### **RIDING ATTIRE AND EQUIPMENT:**

34. Very little is required in order to begin your riding lessons at **Five Star Equestrian**. We provide helmets to beginning client for the first month. After 4 lessons we require you to purchase your own helmet, gloves, crop, spurs, vests, boots & appropriate riding clothes.

**Beginner rider attire:**

- Jeans/Leggings
- Long hair tied back
- Closed toed shoes with heel
- No jewelry, no tennis shoes, no baggy clothes

**Intermediate/Advanced attire:**

- Breeches/Jodhpurs
- Vest Recommended
- Gloves
- Tall Boots/Paddock Boots/Half Chaps
- ASTM /SEI certified riding helmet
- Riding Shirt/Polo

**Local Stores to find required equipment:****Arney's Crow Canyon Saddlery**

10730 Crow Canyon Rd  
Castro Valley, CA 94552  
(510) 537-0120  
<http://arneyssaddlery.com>

**Happy Trails**

3724 Stanley Blvd, Pleasanton, CA 94566  
925-417-0848  
(Sell used clothing & tack)

**Western Saddlery**

7038 Commerce Circle  
Pleasanton, CA 94588  
(800) 833-8085  
<http://western-saddlery.com>

**Dover Saddlery**

444 Center Street, Moraga, CA 94556  
925-631-0476  
<http://www.doversaddlery.com/moraga-store/a/564/>

**Important Online Sites**

**Dover Saddlery** - [www.doversaddlery.com](http://www.doversaddlery.com)

**Schneiders** - [www.sstack.com](http://www.sstack.com)

**Stateline Tack** - [www.statelinetack.com](http://www.statelinetack.com)

**Smartpak** - [www.smartpak.com](http://www.smartpak.com)

**USEF** (US Equestrian Federation - <https://www.usef.org/>)

**Abler** (gastric ulcers) - <http://www.abler.com/>

**Valley Vet** (Meds, etc.) - <https://www.valleyvet.com/>

**Bay Area Equestrian Network** - [www.bayequest.com](http://www.bayequest.com)