



## FIVE STAR EQUESTRIAN PROGRAM & BILLING POLICIES

PLEASE READ CAREFULLY BEFORE SIGNING

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

### **PROGRAM POLICIES:**

1. Students and parents MUST observe COVID restrictions and follow guidelines for our county
2. We take students from 7 years of age and older; exceptions must be approved by FSE Trainers.
3. New clients doing an introductory lesson should arrive 15 minutes prior to their scheduled lesson time to appropriately fit a helmet and complete paperwork.
4. Existing clients should allow 30-45 minutes prior to mounted lesson time to tack horse.
5. **LATE ARRIVAL:** Students who are late for their mounted lesson time may join lesson as long as they are fewer 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 the lesson. **Showteam members should arrive to each lesson a minimum of 10 prior to scheduled time.**
6. Un-tacking time after a lesson is not considered part of the time you pay for, except when you are receiving 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.
7. No rider is permitted to ride without an instructor present, unless trainer has given permission.
8. Safety checks by trainers are required prior to clients mounting their horses for all levels, except advanced students.
9. **GROOMING & EQUIPMENT:** Proper grooming and care of horse and equipment is REQUIRED at all times. Anyone arriving to lessons without proper attire, properly groomed horses and/or well maintained/essential equipment may be subject to consequences.
10. New riders are always thoroughly assessed. Lessons, horses and instructors are assigned accordingly.
11. Please avoid interrupting the trainers during lessons, as doing so takes her/his attention away from instructing.
12. Owners/Lessee's who are on a Showteam/Training package may use some of their training days as lessons, but this MUST be scheduled in advance and cannot interfere with training needs. 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. **Off Hours:** Unless there is an emergency, please do not text or call trainers before 8am or after 8pm or on Mondays.
  - A \$25 fee will apply for any calls, texts or emails requiring our attention outside of our normal hours.
15. **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 these 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 act unfairly toward horse;
  - **Respect your trainer**, do not talk back during lessons, even as a joke, unless asked to do so;
  - **Respect the others in your lesson:**
    - Please do not disrupt the lessons at any time
    - If you are asked to start or stop doing something by your trainer, follow those instructions without questioning them
    - If you are unclear as to 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 others at all times
  - **Respect others in the arena**, particularly during winter months. We share arenas with others. They 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:**

16. **Make-ups** may be offered under certain circumstances, but are usually not available. Lesson program students will continue with regularly scheduled lessons and will only pay for a new package once all lessons have been completed (except for unexcused absences that will cause students to forfeit lesson). See below for additional information regarding cancelled lessons.
17. **Cancellations** MUST be made prior to a scheduled lesson.
  - Private lessons must be cancelled with at least 24-hours notice.
  - Semi private/Group lessons can be cancelled up to 4 hours prior to scheduled start time.
  - If a scheduled lesson is not cancelled and not attended, client will be charged for that lesson, and it cannot be made up.
  - Show Team members MUST provide at least 24-hour notice of cancellation for a training ride to be scheduled in lieu of lesson.
  - 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.
  - There are no make-ups for canceled/missed discounted monthly packages.
18. 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, your lesson is still on. Trainer will schedule training rides for show team horses when lessons are cancelled due to weather or we may offer theory & ground work classes.

#### **PAYMENT & BILLING POLICIES:**

19. **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 first lesson of each package. Clients will be given 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 may become 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.
20. **Show Team Payments** MUST be made by the 25<sup>th</sup> of each month and are 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".
21. **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.
22. 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.
23. 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!
24. 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.
25. Payments 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.
26. We accept cash/check. Payments may be made in person (please use mailbox at the barn) or via QuickBooks with a bank account.
27. Credit card payments may be requested, however there is a fee associated with using a credit card.
28. Unfortunately, we are unable to accommodate riders weighing in excess of 225 pounds, due to safety issues and the moderate sizes of our horses.
29. A 30-day notice is required to opt out of Show Team and/or any training agreement.

#### **OTHER:**

30. **Horse Purchase/Lease/Renewal of Lease:** Once you commit 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 if price is below \$6667.00), in addition to any expenses incurred during search. Commission is due at the time the horse is acquired. Should you decide to stop the search prior to finding said horse, then you will pay a minimum of \$1,000.00 plus any expenses incurred by Five Star Equestrian for the search up to that point. When Five Star Equestrian manages and/or handles the renewal of a lease on a horse, the Lessee will be responsible for this commission payment as well. No commission is charged on horses owned by Five Star Equestrian.
31. **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:**

33. 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  
<https://www.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

#### **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)

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

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

**USHJA** (US Hunter Jumper Assoc) - <https://www.ushja.org/>

**IEA** (Interscholastic Equestrian Association) - <https://www.rideiea.org/>

**Norcal** (Northern California Hunter Jumper Assoc) - <https://www.norcalhunterjumpers.com/>

*Please check with Trainers for other necessary memberships*