

## Complete Equestrian LLC

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## New Client Information

Welcome to Complete Equestrian! We are excited to partner with you in achieving your equestrian goals. The following is some information that you may find helpful.

### Riding Attire and Equipment

#### **Helmets**

- All people under the age of 18 years of age are required to wear an ASTM certified helmet.
- All people over the age of 18 are encouraged, but not required to wear a helmet.
- Helmets are available to borrow, but if you plan on making horse back riding a regular activity, it is encouraged that you purchase one of your own.

#### **Vaulting Lessons**

- Tight fitting clothing is appropriate to wear. Most exercise pants work best for this discipline
- Thin and flexible shoes are the best for the movement on the horse. Vaulting shoes can be purchased online. Water socks or dance shoes also work well, but riding boots do not!

#### **Western Riding**

- Riding jeans are appropriate for this discipline. Loose and baggy jeans can rub and become uncomfortable to the rider.
- A smooth soled boot with a heel is required for this discipline.
- Riding gloves can protect the hands from blisters, cold weather and slippery hands. They are useful but not required.

#### **English Riding**

- Tight fitting pants, such as breeches or jodhpurs are encouraged for English riding. Jeans are acceptable as long as they are not loose fitting.
- Half chaps are encouraged if riding pants are not used.
- Riding gloves can protect the hands from blisters, cold weather and slippery hands. They are useful but not required.
- A smooth soled boot with a heel is required for this discipline.

### Cancellations

- Cancellations must be done 24 hours in advance to avoid a late cancellation or no call no show charge. We understand that in emergency circumstances this can't be done.
- In instances of poor weather, the facility puts it up to the individual as to whether they would like a lesson or would rather cancel.

### Billing

- Weekly lessons are billed per month and due upon the last lesson of the month.
- Package rates are due at the first of each session.
- A late fee of 15% is added to any bill over due by 10 days.

### Hold Harmless

- A hold and harmless agreement is required by each participant before riding a horse.