



Policies and Procedures

Riding on Angels' Wings strives to provide the highest quality therapeutic horseback riding to all of our participants. We are continually developing policies and procedures to ensure that all aspects of our organization run smoothly and efficiently. Below are program policies that have been created to help us serve you better.

RIDER POLICIES

A **\$50 non-refundable deposit is required** for all sessions. Rider slots will no longer be secured for riders unless the deposit has been received by the deadline. Veteran rider deposit deadlines will be set prior to opening up our waiting list .

ROAW has a weight limit of 200 pounds for riders who can ambulate independently and are self-supporting. If an individual weighs less than 200 pounds, but cannot support themselves, the Executive Director, therapists and instructors will consult and determine whether the individual can SAFELY participate in our program.

Riders **MUST** have 2 sidewalkers with them at all times. Riders are required to provide one sidewalker to assist them. This individual must be at least 5'2 and 14 years of age. Parents, guardians and/or caregivers are welcome to sidewalk with their child if they so choose. Please come prepared to walk.

Please understand that we know our horses best and if we feel there is a problem with the rider or the horse, we will adjust to that at any time. If we are dealing with a rider's behavior or a horse's behavior, and we feel it is unsafe for the rider, the horse or the volunteer, we will remove the rider immediately and/or replace the horse.

Riders **MUST** wear helmets (helmets will be provided at each session). If you choose to buy your own helmets they **MUST** meet the NAHRA safety standards. Please contact R.O.A.W. on what types of helmets are required and where you may purchase them.

The only persons inside the arena should be ROAW staff and volunteers whom are sidewalking or horse handling. Due to Liability concerns, the only persons with authority at the mounting block or on the ramp will consist of therapists and/or instructors for the mounting and dismounting of all riders.

TUITION REFUND POLICY

Every session, we have riders cancel after they have already paid for the session. While we know that unexpected circumstances arise, it takes the bookkeeper time to process the refund. We also may not be able to fill the rider's slot. Therefore, we have developed the following policy:

If a rider cancels for the session prior to classes commencing, full tuition less the \$50 non-refundable deposit will be refunded.

If a rider cancels during the first week of classes, ROAW refunds the full tuition minus \$75 (\$25 the cost of one lesson plus the \$50 non-refundable deposit).

No refunds are available after the first week of class.

CANCELLATION/MAKE-UP CLASS POLICY

It is very difficult to schedule make-up classes for riders because our schedule is full and volunteers and instructors have other commitments as well.

Make-up classes will only be offered in the event that Riding On Angels' Wings needs to cancel. If a rider is unable to attend a class due to personal circumstances (ie....becomes sick, has a doctor appt, attending camp or gone on vacation), NO make-up classes will be offered.

Based on 6 week session: If the program has to cancel 2 or more sessions, we will offer 1 makeup day. Times and dates will be announced if needed.

Based on 12 week sessions: If the program has to cancel 3 or more sessions, we will offer 1 make up day. Times and dates will be announced if needed.

ABSENT RIDER and LATE ARRIVAL POLICY

Because we have a number of volunteers that commit their time to ensure a safe ride, we ask for notification at least 24 hours in advance when a rider knows they will be absent. If it is a last minute emergency, we ask to be notified as soon as possible.

If you miss two lessons without notifying Riding on Angels' Wings, we will withdraw you for the rest of the session.

Late Arrivals - Riders who are more than 15 minutes late may risk losing their opportunity to ride in the scheduled lesson.

SCHOLARSHIP POLICY

Scholarship applications are open to all participants. All applications will be reviewed on an individual basis.

Beginning in 2009 ROAW will move to an “Annual” application process. Deadline is February 15th, 2009.

Scholarship amounts will be determined and shared with applicants prior to Spring Season. (TBD on date) Scholarship amounts are based on actual scholarship donations received each year.

All participants are required to pay the **\$50 non-refundable deposit. No exceptions. Scholarship dollars will NOT be used for the deposit.**

Participants may apply for scholarships every year.

Recipients will be required to attend all scheduled lessons. If a rider has a maximum of two unexcused absences (meaning no notice to ROAW prior to the scheduled lesson) they will be withdrawn from their slot and forfeit their scholarship. If a rider is withdrawn for this reason, they will be ineligible to receive future ROAW scholarships.

Scholarship applications will only be considered for riders that participate in at least two sessions per year (ie...spring & summer, spring & fall etc).

In cases in which the rider is unable to participate in a session due to unforeseen circumstances, the scholarship amount will be applied to the following riding session. IF the rider does not participate in that session, the scholarship dollars will be returned to the ROAW scholarship fund.
(ie....scheduled to ride fall and cannot, money applied to the next spring – does not ride that spring, then money is returned)

Once the scholarship amounts are announced to participants, the amount will be evenly applied to each session the rider is participating in. (i.e...if the scholarship award is \$150 total, then \$50 would be distributed to each session, if riding in all 3 sessions)

The maximum amount of an annual scholarship will be \$200.00.