

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.



Eligibility Guidelines:

- **Therapeutic Riding**- Minimum 3 years old unless recommended to begin sooner by a medical professional
- **Hippotherapy**- 2 years old unless recommended to begin sooner by a medical professional
- **Weight Restrictions**: Due to the recommendations from our veterinarian, we have the following weight restrictions for riders:
 - ❖ Postural Control- Riders over 80 pounds must be able to maintain a sitting position; at least by holding on with one hand.
 - ❖ 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.

RIDER FEE POLICY

Any individual receiving services through ROAW will be *required to pay a \$80 non-refundable deposit* before their session (see deadline dates on website). Rider slots can no longer be secured for riders unless the deposit has been received by the deadline. Rider deposit deadlines will be set prior to opening up our waiting list.

Account balances should be paid in full by the beginning of your riding session.

CANCELLATION/MAKE-UP POLICY

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.

- ❖ 6 or 8 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.
- ❖ 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 and efforts 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.

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

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

SCHOLARSHIP POLICY

Scholarship applications are open to all participants. All applications will be reviewed on an individual basis. **Applications are due annually by February 1st.** Participants may apply for scholarships each year.

Scholarship amounts will be determined and shared with applicants prior to Spring Season. (TBD on date) Scholarship amounts are based on actual scholarship funds received each year. All participants are required to pay the \$80 non-refundable deposit. No exceptions. Scholarship dollars CANNOT be used for the security deposit.

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 riding slot and forfeit their scholarship funds. Scholarship applications will only be considered for riders that participate in at least two sessions per year (ie...spring & fall or 12 week summer etc.).

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 to scholarship account).

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).

SIDEWALKER POLICY

Riders are required to provide one sidewalker to assist if necessary. This individual must be at least 14 years of age. Parents, guardians and/or caregivers need to come prepared to sidewalk if needed, which means please have tennis shoes or boots available to wear.

HELMET POLICY

Riders **MUST** wear helmets (helmets will be provided at each session). If a rider medically cannot wear a helmet, additional paperwork must be completed and signed by the parent/guardian.

ARENA RULES

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.

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.

RESTROOM

ROAW will provide a **CLEAN**, portable handicap accessible toilet available at all riding sessions until the completion of the permanent facilities in the indoor riding arena.