

Canyon Lake Farm

Lesson Program — Terms and Conditions

Welcome to Canyon Lake Farm (“CLF”). The following Terms and Conditions govern your participation in our lesson program. Please read them carefully. By enrolling in lessons, paying program fees, or participating in any CLF activity, you acknowledge that you have read, understood, and agreed to be bound by these terms.

1. Lesson Definition

Our lessons and classes encompass horse care, riding, and horse handling, with continued focus on the skills required to become a knowledgeable equestrian. Every lesson includes hands-on learning with the horses.

Riding is not always guaranteed. In the event of unsafe weather conditions (including but not limited to high wind, extreme heat, lightning, or unsuitable footing), CLF may substitute a ground lesson, horsemanship activity, or skills class for any scheduled mounted lesson.

2. Instructor Availability

CLF operates as a team, and we believe variety in instruction benefits every student. While we cannot guarantee the same instructor for every class, students will be paired with their primary instructor approximately 90% of the time. All instructors are committed to providing a safe, structured environment in which students can develop their skills.

Lessons missed due to instructor substitution are non-refundable. If you choose not to attend a class because a substitute instructor is teaching, the lesson will still be charged.

3. Scheduling

CLF uses Acuity Scheduling to process payments and manage lesson bookings. After each payment (one-time or recurring), you will receive a confirmation email containing a unique scheduling code. This code functions as a credit toward the number of lessons included in your plan, and it is used to book classes through Acuity.

We strongly encourage students to schedule their own lessons using a desktop or laptop computer, as the Acuity interface is easier to navigate on a larger screen.

If you are unable to schedule lessons yourself, you must email Tracy at canyonlakefarm@gmail.com and request that she schedule them on your behalf. Please re-send your request if you do not receive confirmation within 48 hours.

4. Cancellation and Make-Up Policy

4a. Notice Required

All cancellations and reschedules require **at least 24 hours' written notice** sent by email to canyonlakefarm@gmail.com (or completed directly through the Acuity platform).

4b. Make-Up Limit

Students may reschedule a maximum of one (1) lesson per calendar month. During our busy seasons (Spring and Fall), space for make-up lessons is limited and cannot be guaranteed.

4c. Pay It Forward Club

Students who are unable to ride during their scheduled time are encouraged to attend any class at their level or below as a volunteer through our "Pay It Forward Club." Helping other riders is a valuable way to continue developing horsemanship skills.

4d. Weather Substitutions

In the event of extreme weather, CLF reserves the right to substitute an unmounted lesson, skills class, or horsemanship activity for any scheduled riding lesson. We cannot ask our horses to work, or extend our weekly schedule, when weather conditions are unsafe over consecutive days.

4e. Late Notice

Requests for rescheduling that arrive less than 24 hours before the scheduled lesson do not qualify for a make-up. We are unable to create additional availability when students miss class without proper notice.

4f. CLF-Initiated Cancellations

If CLF cancels a class, students will be notified directly and provided with available options for rescheduling or substitution.

5. Program Schedule and Breaks

CLF operates year-round, with planned closures for events, horse shows, vacations, and instructor breaks. Our calendar generally mirrors the school-year cycle and is not identical from month to month.

Typical annual closures:

- Approximately two (2) weeks in summer (typically late July through early August)
- One (1) week in spring
- One (1) week in December

Camps are offered during the year (Spring, Summer, and Holiday season). If your regular lesson falls during a closure, you may use that lesson during one of our camps or attend an additional class during weeks we are open.

Stay informed. Please review our calendar regularly and open all CLF emails for schedule updates. If you are not familiar with our scheduling system (which sends automatic reminders), you may not be aware of weeks when CLF is closed.

6. Monthly Membership Fees

6a. Billing

Membership fees are automatically charged to the card on file approximately one (1) week prior to the upcoming month, giving you time to schedule your lessons. Please keep your payment information up to date.

6b. Scheduling Your Spot

Once your membership is paid, you will receive a scheduling code. Please book your lessons promptly, or email us for assistance. Where possible, please select the same day and time you previously held so that another student does not lose access to your spot. If you need to change your day or time, please notify us so we can do our best to accommodate you.

6c. Cancellation Notice

Cancellation of a Monthly Membership requires a **minimum of two (2) weeks' written notice** before your next scheduled payment. Notice must be sent by email to canyonlakefarm@gmail.com. Membership payments are non-refundable. The two-week notice gives us time to offer your spot to a student on our wait list.

6d. Re-Enrollment

If you cancel your Monthly Membership and wish to return to the program more than once per calendar year, we ask that you re-enroll using our Lesson Package option rather than the Membership plan. CLF makes long-term planning decisions (new hires, new horses, new program offerings) based on the consistency of our Monthly Memberships.

7. Equipment and Attire

CLF provides the horse, tack, and helmets for the first several months of lessons. Students who plan to continue riding should purchase their own ASTM/SEI-certified equestrian helmet.

Required attire at all times on the ranch:

- Long pants (no shorts)
- Closed-toe boots with at least a one-half inch heel (riding boots, paddock boots, or sturdy work boots are acceptable; sneakers, sandals, hiking boots without a heel, and rain boots are not)

Students are welcome to purchase their own tack and equipment. Please contact CLF staff for guidance and recommendations before purchasing.

8. Communication

CLF shares program updates and announcements through several channels. Please review them regularly:

- Email notifications (please add canyonlakefarm@gmail.com to your contacts)
- Our website
- Facebook and Instagram
- The bulletin board outside the office in the main barn

Please note: Our staff is sometimes unable to respond to texts, calls or emails during the workday. We are typically outside teaching lessons and caring for the horses. Email is checked in the morning and evening, and you should expect a response within 24-48 hours during business days. For cancellations and reschedules, please follow the 24-hour written-notice policy in Section 4. We respectfully ask that you do not text to reschedule, as this interrupts active lessons and barn work. Tracy takes Saturday afternoon through Monday off work, if you have a question during this time, please email her and she will return your email by Monday or Tuesday. Text messages will not be returned until Monday or Tuesday.

9. Membership Cancellation Summary

We understand that students may need to pause or cancel their membership for any number of reasons. To recap the policy in Section 6:

- Cancellations require two (2) weeks' written email notice.
- Membership payments are non-refundable.
- Riders who cancel and re-enroll more than once per calendar year are asked to use our Lesson Package option.

Our program owns and cares for many horses year-round, and Monthly Membership fees are essential to keeping them healthy and well-maintained.

10. Assumption of Risk

Horseback riding and equine activities involve inherent risks, including but not limited to the unpredictable nature of horses, the risk of falls, and the possibility of injury. By participating in any CLF activity, you acknowledge these risks and agree to abide by all safety instructions provided by CLF staff. A separate liability waiver and release of risk form is required prior to participation.

11. Photo and Media Release

CLF occasionally photographs and records lessons, events, and student activities for use in marketing materials, social media, and program communications. By participating in the program, you grant CLF permission to use your (or your minor child's) likeness in these materials. If you do not consent to this use, please notify CLF in writing prior to your first lesson.

12. Minors and Supervision

Parents and guardians of minor riders are responsible for safe drop-off and pick-up. Minors should not be left unattended on the property outside of their scheduled lesson time unless prior arrangements have been made with CLF staff. Parents are welcome to observe lessons from designated viewing areas.

13. Code of Conduct

All students, family members, and visitors are expected to:

- Treat horses, staff, and other students with respect and kindness.
- Follow all safety rules and instructions from CLF staff.
- Refrain from feeding horses without instructor permission.
- Keep noise and movement low around horses to avoid startling them.

CLF reserves the right to dismiss any student or visitor whose behavior creates a safety risk for horses, staff, or other participants.

14. Acceptance of Terms

By enrolling in lessons, paying any program fee, or participating in any CLF activity, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions. CLF reserves the right to update these terms; the most current version will always be available at the ranch and by request via email.

Questions? Please email canyonlakefarm@gmail.com or speak with Tracy at the ranch.

Thank you for being part of the Canyon Lake Farm family.