

# CARD Rider Information



## ***Payment and Enrollment Information:***

Payment may be made by cheque or VISA/Mastercard. Enrollment forms are available on the CARD website at [www.card.ca](http://www.card.ca). You may submit your application in person, email, via regular mail, or by fax. Please be aware that sending personal information by fax is not a secure means of transmission.

Enrollment forms can only be processed during office hours (Monday to Friday 9am – 5pm). Once an enrollment form has been processed, CARD will send a letter or email confirming your place in the program. If the class that you have requested is not available or you have made a choice that is not appropriate, our office will contact you to arrange an appropriate timeslot.

Medical forms must be completed and signed on an annual basis. It is the rider/guardians responsibility to ensure that all necessary emergency information (i.e. medical and/or special needs) have been disclosed. For the protection, safety, and therapeutic benefit of each rider, no one will be allowed to ride if their forms are not current.

## Payment Process:

- Cheques should be made payable to CARD
- Cheques should be dated according to the dates laid out on the Enrollment form.
- Payment is due once your placement has been confirmed. This means it must be on file: either via post-dated cheques (per the dates on your Enrollment Form) or by credit card authorization.
- If your cheque does not clear, you must pay by cash, certified cheque, or credit card within 3 business days, plus a \$25 NSF (non-sufficient funds) administration fee.

## ***Participation Information:***

### **Attendance Information**

- a) Please arrive 10 minutes prior to the start of the class. **Riders arriving after mounting is concluded, and the arena gates closed, will not be mounted.** No refund or make up class will be provided so riders are strongly encouraged to be punctual.
- b) All riders must sign in when they arrive for program. No child may be left unattended before or after class
- c) Riders with 2 or more absences without notification (“no shows”) may be withdrawn from the program and forfeit the remainder of their term fees.

### **Class Withdrawals**

- a) Riders withdrawing from classes due to medical reasons will be issued a refund for the balance of the classes not being taken, UPON PROVISION OF A SIGNED NOTE FROM THEIR PHYSICIAN.
- b) Term fees are non-refundable for riders withdrawing for non-medical reasons

### **Class Cancellations:**

- a) Riders who are cancelling should provide as much advance notice as possible so that the instructor can organize horses and volunteers appropriately. Contact our cancellation line at 416-667-8600 x1.

**Please understand that should you have to cancel, we are unable to refund or provide make-up classes**

- b) CARD endeavors to provide 1-3 hours of notice for class cancellations so that riders and volunteers do not make wasted trips. Riders are encouraged to inquire about the likelihood of a cancellation when poor weather is forecast, prior to starting their journey.
- c) If CARD cancels for a reason they should have been able to control (volunteer or instructor availability, scheduling of non-emergency facility maintenance) then a makeup class at the end of the term will be provided. A refund will be issued for the missed class if a makeup class cannot be provided.
- d) There are times CARD has to cancel for reasons beyond our control, such as weather which poses a health/safety risk (such as temperature extremes, storms) or the lack of support services we rely on to run the facility (such as water/hydro/vehicle access to the park). Classes cancelled for these reasons are non-refundable. Makeup classes will be considered but are not guaranteed.

### **Safety**

Safety is our number one priority at CARD. We do everything possible to ensure the safety of the riders, volunteers, staff and horses. We are dependent on volunteers to run classes safely. In the event that there are insufficient volunteers for any given class, the following will occur:

- a) Parents, caregivers, or friends may be asked to assist as sidewalkers.
- b) The class will be split according to the number of volunteers present.
- c) If suitable, the class will be held in the form of unmounted equestrian activities. Riders will not ride if adequate help is not available. Refunds will not be given for unmounted classes.

**Please note** that the PTA group classes are not eligible to be split due to the insurance letter provided to the clients. If there are insufficient volunteers to run the class safely, the class is cancelled. CARD will determine whether a makeup class is schedule or a refund for the cancelled class provided.

### **Rider Attire**

- Hard-soled shoes or boots with small heels are strongly recommended. Open-toed shoes/sandals are not acceptable, nor are shoes which light up.
- Alternate safety stirrups are available for riders using Ankle-Foot Orthotics and unable to wear heeled shoes.
- Long pants are required to prevent pinching and rubbing. Clothing should be appropriate for the weather and needs to be non-slip in nature. Splash and snow pants are not acceptable.
- Shirts and jackets with hoods should either have their hoods removed (if they are detachable) or tucked in
- *ASTM approved helmets must be worn by all riders.* You are welcome to purchase your own, well-fitting ASTM approved helmet. CARD does have a selection of helmets available for the time you are at CARD.
- Riders with unusually sized or shaped heads may be permitted to wear alternate helmets, at the discretion and written authorization of the CARD Physiotherapist. Riders wearing non-ASTM approved helmets are required to have 2 sidewalkers at all times, regardless of individual riding ability.

## **Rider Weight**

For the physical well-being and safety of the CARD horses, volunteers, and instructors,

- Riders in saddles: the maximum weight of any rider must not exceed **160** pounds. (73kg)
- Riders in vaulting girths: the maximum weight must not exceed **100** pounds. (45kg)

## **Removal from the Program**

The acceptance and continued participation of a participant in our program depends on the ability of instructors, volunteers, and suitable horses to safely accommodate the participant. CARD adheres to precautions and contraindications for participants established by the Professional Association of Therapeutic Horsemanship, INC (PATH) and the Canadian Therapeutic Riding Association (CanTRA). CARD retains the right to refuse services to any participant whom we cannot safely accommodate.

## **Reasons for Removal from the Program**

Riders at CARD may be asked to leave the program for a number of reasons, including but not limited to:

- a) The development of a contraindicated condition or the deterioration of a condition to the point that therapeutic riding is no longer beneficial and could harm the participant, or where safety for the rider or others has become a concern.
- b) Weight gain above 160 pounds.
- c) A display of threatening behaviour, animal abuse, the abuse of children or adults, verbal abuse of volunteers or others, alcohol or drug use on the CARD grounds, or behaviour that is disruptive for the normal functioning of the program.
- d) Frequent missed lessons without advance notification.
- e) Ongoing inappropriate language or behaviour, rudeness to staff, volunteers, instructors, etc.

All removals will be a joint process involving the rider/guardian, Program Director, Physiotherapist (if consulting on the rider's case), and Riding Instructor. A written reason for removal will be recorded in the client's file and all discussions will be held in private with the rider and/or caregiver. The grounds for removal will be discussed with the rider and/or guardian in private.

## ***Client Information Policies:***

### **Privacy Policy**

We collect information about your family to provide the best and most appropriate care for you or your child. All personal information is processed and stored in a secure database with access controls. We DO NOT sell or rent your information to any person or organization. Information is only given to those directly involved in providing a service to your child, or as required by law.

### **Keep CARD Informed**

It is vitally important to inform CARD of any changes in a client's condition that could impact his or her ability to ride safely. CARD needs to know if a client has experienced an onset of episodic dizziness, headache, asthma, or abnormal blood pressure. It is the responsibility of the adult client or the parent/guardian of a minor in our program to keep CARD up to date on any such issues.

### **Payment and Payment Receipts**

- a) Riders may pay their term fees in one lump sum OR in 2 installments. Payment is accepted by cheque, money order or Visa/Mastercard.
- b) Once a rider's enrollment is confirmed, post dated cheques or valid credit card information is required for each term the rider is enrolled in.
- c) Riders not providing payment after placement is confirmed will receive 1 follow up call or email to remit payment, after which they will be un-enrolled and their space given to another rider.
- d) Receipts are issued at the completion of each riding term. If a replacement is required, there will be a \$25 replacement fee.
- e) If the term fee is being paid in one lump sum, requests for a receipt to be issued earlier may be considered but are not guaranteed. Please contact the Finance Department with your request
- f) If you are unsure or have a question about your payment, please contact the Finance Department at 416-667-8600 – ext. 81

### ***General Safety Rules and Guidelines:***

- a) Children must be supervised at all times. Please do not leave children unattended or allow them to run and play loudly around the CARD facility. We need to be courteous to all who use the facility.
- b) Please do not go into the barn or paddocks to visit with the horses without permission and supervision.
- c) Our horses and volunteers should be treated kindly – they work hard for us all.
- d) No photographs may be taken by non-family members unless a rider has a signed photo release on file.
- e) For safety reasons, parents, caregivers, and visitors are asked to stay outside of the ring unless they are asked to enter by the instructor.
- f) While the instructor is giving instructions, interaction with riders should be avoided so that they can focus on the lesson.
- g) CARD reserves the right to deny services to any individual based upon concerns for the applicant's safety and/or the safety of the horses, volunteers, staff, or property.