



Providence Pony Pals Program Policies

Providence Pony Pals Club Program is a weekly program including riding lessons, curriculum, horse care, crafts, and games that makes developing horsemanship skills fun!

Reservations: Sessions are limited to 12 members. Reservations for multiple weeks may be made as far in advance as desired. **Members will be responsible for payment for dates reserved, unless the reservation is cancelled by the Wednesday preceding that week's reservation, to allow another member to reserve the date.** Please reserve dates via Ride@ProvidenceEquestrianCenter.com

Communication: Pony Pals Club should be progressive and enjoyable. Please ask your child about their time at the farm and if necessary, communicate their thoughts back to the instructor. If your child is scared or happy or unhappy, we need to know!

Please email Ride@ProvidenceEquestrianCenter.com or phone 239-948-7669 if you have any questions or concerns.

Payment Options:

All sessions must be prepaid

- Single Session Payment: The fee is \$70.
- Package of 5 Sessions: The fee is \$325. Session payments are deducted from your account as they are used.

Please keep track of your package visits. The discount is not retroactive and will not be applied to visits without available credit.

Cancellation: You may choose to cancel your child's reservation as discipline at your expense. No make up will be offered.

Weather cancellations will be determined by PEC staff. Pony Pals Club is held rain or shine so please do not assume the session has been cancelled. Age and level appropriate hands-on horsemanship lessons will be held as required.

Tardiness: Please be punctual as this allows us to begin the program promptly.

Late Payments: Single Session Payments are due on or before arrival to the session. Finance charges will be assessed on all invoices 10 or more days past due at an annual rate of 18% with a minimum finance charge of \$10.

Package of 5 payments may be purchased as desired.

Returned Check Policy: A \$35 fee will be charged for all returned checks. After notification, if there is further disregard of payment, Providence Equestrian Center will file with the County Attorney's office.

Payment Types: Cash · Checks · Intuit Online Payment. Checks may be made payable to PEC.

Refund Policy: There are no refunds

Dress Code: MODEST clothing only. **PEC student attire is required after 30 days.** For safety reasons all students must wear helmets, closed toe shoes or boots with a small heel and long pants. No long or blousy shirts or dangling jewelry. Long hair tied in a low pony tail. Please **BRING A WATER BOTTLE!** Students that do not adhere to the dress code will be asked to observe for the session.

Lost Items: Providence Equestrian Center cannot be responsible for any lost items. Found items will be placed in lost and found.

Pony Pals Club Procedures:

- Members must sign in at the Pavilion when they arrive for the session
- Place snacks and equipment on designated table
- Join Welcome Activity
- Collect completed activities and items to take home the end of each session
- Sign out when leaving