



Erin Valley Policies



Our Mission

The mission here at Erin Valley is to share horsemanship and the love of rodeo with all ages and levels. We want to teach people to speak horse! Come enjoy the country life, let our horses and barn be yours!

Inclement Weather Cancellation

We will cancel our lessons for extreme weather or driving conditions. In these instances makeup lessons will be provided. If you decide not to attend the lesson due to weather and the instructor has not cancelled the lesson you will **not** have a make-up lesson.

Payment

We will offer make up lessons in instances where we cancel the lesson, if we receive 24 hour notice we will provide one make up lesson per 6 week session. Please keep in mind when you sign up for a session you are committing to 6 weeks, once the session begins we will not offer refunds. In special instances we will provide a lesson credit. Payments must be made by e-transfer, direct deposit or through the website.

Helmets

Anyone under the age of 18 is required to wear a helmet at all times. Adults have the option to sign a waiver to ride without a helmet. Horseback riding helmets are the only suitable helmet. You are welcome to use one of our helmets that are disinfected before each use.

Observing

We encourage you to allow your kids to grow in confidence and independence by giving them some "private time" with their instructor during their lesson. Please do not watch the lesson from the arena fence as we find students do not get the same benefits and maintaining focus becomes harder for the instructor. During the one hour lesson we ask that you let the student be 100% focused on the instructor and riding their horse.

Expected Behaviour

We expect a cheerful moral and a team environment! To maintain this we must all respect each other like a family so everyone feels at home. We do not tolerate gossip or bullying. If you cannot resolve an issue between yourselves come to a manager. Poor sportsmanship including but not limited to: bad attitude, blaming the horse, being abusive to horses or people will not be tolerated and can result in exclusion from the next lesson. Lets all be kind and thoughtful towards each other. As there is always a little cowboy or cowgirl watching and we are a family business please keep conversations appropriate for little ears and no cursing (including OMG, we are a christian ranch)

Horse Rental

Horse rental is included in your lesson fees. We do our best to match the students to horses that are best suited to their level and will adjust horses as they advance. Learning how to ride multiple horses makes the best rider.

Dress Code & Hygiene

Jeans, gloves, coat/sweater and cowboy boots are must haves for every lesson. Please come to lessons with gloves and warm clothes on colder days, it's always better to have too many layers than not enough! As the cold weather approaches we encourage ski/winter gear. Snow pants, gloves and coveralls. The students can ride in winter boots but they must be very slender, if the boot is too bulky it won't be safe in the stirrup. Please OK your winter boots with your coach. Here are some clothes we do not allow at the stables: sandals, crop tops, shorts and any vulgar language on clothing.

Lessons

Group lessons are one hour in a max group of 4, Erin Valley location winter lessons will be max groups of 2. Almost every lesson will include riding but we also want to cover ground work, tacking up and training techniques from the ground as well.

Contact & Office Hours

Any contact can be made through our office. Our office is open Monday - Friday from 9:00am - 5:00pm by phone or email. If you have any questions regarding make-up or missed lessons please contact your coach directly.

Kelcie (Dallas) : 250-299-7499

Sydney (Cherry Creek): 250-571-9741

Lynette (Erin Valley): 250-819-4189

Office Phone: 250-573-5442

Office Email: erinvalleystables@gmail.com