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POLICY

Hours of Operation

The facility is open for use between 7:00 am and 9:00 pm. The riding arenas are closed at 8:30 pm. At 9:00 pm the front gate will be closed and the lights will be turned off. If you require access outside the opening hours, please contact the barn manager prior to the event.

General Rules & Safety Regulations

Smoking is not allowed in or near (at least 25m distance) all barn or storage buildings.

Speed Limit on the property is max. 10 km/h.

Parking is only allowed in designated areas. Please keep roads and gates clear. M&M is not responsible for any damage or loss of your car and property stored inside your car.

Children under the age of 12 have to be accompanied by a parent or guardian. The parents/guardian assume full responsibility for the safety of their children and have to arrange for supervision of their children at all times while on M&M property.

We strongly recommend that parents advise their children about the risk involved in being on a horse farm i.e. no playing/running near horses, in the barns/paddocks or on the pastures, no playing in the hay loft or near farm equipment. We also recommend children to be clothed appropriately even if not riding i.e. closed shoes (no flip-flops). If you have questions or concerns, please contact the barn manager.

M&M does not tolerate any abusive treatment toward horses or other animals. It will result in the immediate dismissal of the boarder, rider or any other person involved and a potential reporting to the authorities.

Dogs are welcome but must be under the owners control at all times. Owners can be ordered to have their dogs on a leash at M&M's discretion. In order to keep the grounds clean, we ask to pick up after your dog.

Rider & Driver Safety

All students, boarders and others using M&M's facilities to ride or drive must sign a liability waiver and fill out a medical emergency form with contact information prior to any horse related activity. If under the age of 18 a legal guardian must sign these forms.

HCBC membership is recommended for extra insurance coverage.

While mounted, an ASTM/SEI approved helmet and boots with a small heel must be worn. In addition, on the Cross Country course a riding safety vest must be worn.

We recommend that long hair is tied up in a ponytail or gathered in a hair net under the helmet. Furthermore, long pants are required and no loose accessories such as belts or jewellery should be worn.

For driving an ASTM/SEI approved helmet must be worn.

Jumping for those under the age of 18 is only allowed during lessons with an M&M approved instructor.

The use of the Cross Country course is only allowed during lessons with an M&M approved instructor.

Any damage to the facility or M&M equipment must be paid for or mended in a timely fashion.

Boarding

All boarders are required to participate in a M&M approved training program with at least one lesson per week.

Training with coaches not associated with M&M requires approval by M&M and can be charged an extra fee.

Boarders/owners must carry HCBC insurance.

All boarders must sign a M&M boarding agreement and provide a recent (no older than 6 months) health record for their horses including necessary vaccinations, de-worming and if requested by M&M a Coggins test before entering the facility.

All horses boarded at M&M are required to have an information form provided by M&M containing emergency contact information, vital medical data as well as vaccination and de-worming schedule, vet and ferrier contact/schedule information. Any changes must be reported immediately to the barn manager.

All horses must be de-wormed according to a schedule set by M&M. All boarders must provide proof of inoculations. Medications and de-worming can be administered by M&M staff for an additional fee.

If the owner is not available in case of a medical emergency, M&M reserves the right to call the veterinarian at the owner's expense. If the regular veterinarian is not available, the services of another veterinarian can be obtained by M&M at the owner's expense.

All boarder stalls and paddocks will be cleaned daily by M&M staff. Exceptions are winter weather conditions, unforeseen staff shortages (both at M&M's discretion) and December 25th.

All water buckets will be disinfected and refilled daily (if needed more often) by M&M staff. Waters will be checked during morning and night feedings by M&M staff.

The basic feed schedule (hay and grain) as well as any additional supplements are determined by the boarding agreement. All feedings will be done by M&M staff. Changes to the individual basic feed schedule must be communicated to the barn manager and arrangements to address these changes will be negotiated. Any additions to the individual basic feed schedule will be charged accordingly. Using additional feed and/or hay from M&M is not permitted.

All boarders are provided with one tack locker per boarder or space in a tack room. All tack and equipment must be kept in the assigned space. M&M assumes no responsibility for any damage or loss of equipment.

Any use of M&M equipment requires prior permission from the barn manager. All M&M equipment must be handled with care and be cleaned and stored in the designated area after use.

During peak riding lesson times (usually between 3:00 pm and 7:00 pm), M&M asks boarders not to engage scheduled services of veterinarians or ferrriers. During this busy period, the use of crossties and wash rack must be kept to a minimum time limit.

Boarders are also asked to pre-book or co-ordinate times for professional services (i.e. ferrrier) with the barn manager. M&M staff can attend these sessions for an extra fee.

Use of the Facility

In the indoor and outdoor arena, lessons with an M&M approved instructor have priority. Riding during these lessons requires the instructor's permission.

Lunging in the indoor and outdoor arena is only permitted if not used for riding by others. It is recommended to use the round pen for lunging.

Free lunging is not allowed in the indoor or outdoor arena. Free lunging is only allowed in the round pen.

Pick-up after your horse in all areas outside your stall or paddock. This includes both indoor and outdoor arena, round pen, barn aisle, crossties and wash rack. Also pick-up after your self and keep the facility clean and tidy in particular barn aisle, cross ties, wash rack, tack rooms as well as out-side seating area and up-stairs lounge. Do not litter on M&M property. Turn off all lights after use.

The use of the Cross Country course is only permitted during lessons with an M&M approved instructor.

Riding on the trails must be done in a safe and respectful manner. The use of the trails (also for walking dogs etc) is at the user's own risk. M&M reserves the right to close trails due to weather or safety issues and prohibit individual riders from using the trails due to unsafe behaviour.

The barn manager will determine the use of pastures and the turnout schedule. Turnout by M&M staff can be arranged in agreement with the barn manager for an extra fee.

Trailer parking is allowed in parking spots assigned by M&M and for an additional fee. The trailer has to be insured and M&M does not assume any responsibility for damage or loss of the trailer or equipment stored in the trailer.

All gates leading into stalls, paddocks, pastures and trail areas must be closed at all times.

Fee Structure and Terms of Payment

Boarding Fees

Fees for board **plus 5% GST are due on the first of each month**. A **late fee of \$20.00** applies to all payments made after the due date. M&M requires 6 postdated cheques for board plus 5% GST made out for the first of each month.

Feed included in Boarding Fees

Basic Feed Schedule:

- AM and PM Feeding: 2 flakes of hay, up to 1 scoop of grain, beet pulp, senior feed or hi-fat feed
- Lunch/Late Night for Horses in Big Barn or Mare Barn: 1 flake of hay

The current feed schedule is available in the feed room.

Any changes to the feed schedule have to be arranged with Melanie White. **DO NOT CHANGE THE FEED SCHEDULE** prior to talking to Melanie White. Any additions to the basic feed schedule will be charged accordingly. **USING EXTRA HAY/FEED FROM M&M IS NOT PERMITTED!**

Supplements have to be provided by the owner, portioned and labelled with the horse's name. The supplements can either be stored in the feed room or hanging at the stall door where possible. M&M will add the supplements to the AM Feed.

Lessons and Use of M&M Lesson Horse

After the initial orientation ride, lessons have to be pre-purchased in packages of 4 lessons per month (one lesson per week) or 8 lessons per month (two lessons per week) and so on. Lesson fees **plus 5% GST are due on the 15th of each month**. A **late fee of \$20.00** applies to all payments made after the due date.

The use of M&M horse for lessons is NOT included in our lesson fees. The fees are \$10.00 plus 5% GST for the use of M&M horse per lesson.

Lesson Cancellation Policy

M&M instructors who cancel lessons must provide an alternate instructor or offer an alternative time that is agreeable to the student. **The make-up lesson has to be taken within the same or at the latest within the next billing period. The make-up lesson cannot be used as a substitute for regular scheduled lessons!**

Students or parents who cancel a lesson with a minimum 24-hour notice of the scheduled time **will be given a makeup lesson time during the same billing or at the latest within the next billing period.**

Without 24 hour cancellation notice absolutely no refunds or make-up lessons will be given and the cost of any lesson missed cannot be deducted from the current or following month's bill.

Lease Fees

Fees for Lease **plus 5% GST are due on the first of each month**. A **late fee of \$20.00** applies to all payments made after the due date. M&M requires 6 postdated cheques for lease plus 5% GST made out for the first of each month.

Fee Schedule – GST

All prices are **NET prices and subject to 5% GST**.

Melanie R. White
(Owner/Manager)