

Rider Policies and Procedures

Listed below are policies and procedures for our program participants.

Participation Policy

- PRDA riders are expected to attend each session in its entirety.
 - This means that if you decide to leave the session for any reason part way through, no credits or refunds will be issued.
 - If you miss a Therapeutic Ride Time for any reason, medical or otherwise, no credit or refund will be issued.
- If you must miss an entire session for a medical reason, you will retain your spot in the program, but current day and time are not guaranteed.
- If you miss an entire session for a nonmedical reason, you will lose your place in the program and be placed back on the waitlist.

Cancellation Policy

- If you know in advance that you will be missing a Therapeutic Ride for any reason please let us know as soon as possible so we can notify the instructor and volunteers
- If you miss a Therapeutic Ride and fail to notify the office, it is classified as a “no show”
 - Three no shows in one session will result in dismissal from the program.

Inclement Weather Policy

- As soon as PRDA decides weather conditions are unsafe and Therapeutic Riding must be cancelled we will do our best to notify all riders by phone.
 - Please make sure PRDA has up to date contact information on file so we can reach you.
 - If classes are cancelled due to inclement weather, once per session, no credit or refund will be issued. Inclement weather cancellations, beyond once per session, will be given a credit or refund.

Payment Policy

- All rider fees must be prepaid
 - Fees must be paid in full prior to the start of the first Therapeutic Ride of the session
 - PRDA accepts: Cash, Cheque, Mastercard, Visa, and e-transfer (admin@prda.ca) Please indicate riders name in the memo line
 - Payments may be made: In person, over the phone, or by mail
- Invoices for the next session will be handed out in the last two weeks of the current session
- Therapeutic Riding at PRDA is semi-private (up to two riders per 30 min/ up to three riders per 45 min). Private Therapeutic Riding times will be offered to individual riders at the discretion of PRDA, primarily for concerns related to safety, and will be charged an additional cost as discussed at the time of registrations.

Rider Limitations

- There are some precautions and contradictions to therapeutic riding that makes it an unsuitable activity for some individuals.
 - PRDA has weight limitations as set out by the PRDA certifying body- CANTRA
 - Maximum 180 lbs for ambulatory persons, including all rider gear & horse tack. Therefore, a maximum scale reading of between 155lb-165lb per rider.

- On an individual rider basis, weight restrictions are additionally impacted by physiological make up and support requirements. Therefore, additional weight limitations are at the discretion of the Head Riding Instructor
 - Please Note: Each horse has an individual weight bearing limitation, dictated by the size & capacity of the animal. Therefore, horse assignments are at the full discretion of the PRDA Head Riding Instructor
- Behavioural issues that may cause harm to the animals, instructors, volunteers, or rider are not tolerated in any of our programs
- Curvature of the spine and/or poor trunk and neck control may also be unsuitable for riding but may participate in other programs.
- The instructor may choose to end the Therapeutic Ride early if they feel there is a safety concern

Seizure Policy

- Not all types of seizures are problematic, but an uncontrolled seizure disorder is dangerous and contraindicated to riding
- PRDA must be notified of any seizure activity as safety is our #1 concern for not only our riders, but for the horses, volunteers, and staff as well
- If your child starts to have uncontrolled seizures please let PRDA know as soon as possible as we will consult our Program Advisory Committee and inform you as to how we are able to proceed

Clothing

- Riders should wear long pants to prevent chafing of the legs
- Closed-toe shoes or boots with a heel are the safest form of footwear. If a rider arrives wearing inappropriate footwear they may borrow a pair of rubber boots from PRDA
- Jewelry such as long dangly earrings should not be worn
- All riders must wear a helmet that meets the ASTM-SEI requirements
 - Bike helmets do not meet these requirements

Safety Rules

- Riders and accompanying persons that display behaviours that are abusive and/or disruptive in any manner to other riders, horses, volunteers or staff will be removed from the Therapeutic Ride at the discretion of the instructor
- Parents, caregivers or guardians may be asked to remain close to the arena to provide support to the instructor
- All children 12 and under must wear a helmet while on the property and be always accompanied by an adult.
- All persons must wear closed-toe shoes while on PRDA property
- For the safety of our riders, please stay out of the mounting area during mounts. During Therapeutic Riding you may watch from the ramp area, but children running up and down the ramp will be asked to leave. Viewing lounges are also available at both PRDA arena areas.
- Smoking is not permitted on the property
- Umbrellas are not permitted on the property as they may spook a horse
- No running or yelling on the property
- Only registered service dogs/animals are permitted on PRDA property

Confidentiality

- While at PRDA you may gain knowledge about a rider(s) that is confidential. It is imperative that riders not be discussed outside of PRDA in any way that may break this confidentiality. Equally, all staff and volunteers at PRDA sign a standard of confidentiality.