



FIVE STAR EQUESTRIAN PROGRAM & BILLING POLICIES

PLEASE READ CAREFULLY BEFORE SIGNING

1. If anyone is late for their mounted lesson time please know that you're still welcome to join but lesson will end at designated time.
2. Lesson Sign In Sheet MUST be signed before each and every lesson.
3. All first time lesson takers need to arrive 1hr before mounted lesson time to take a barn tour, find a properly fitted helmet, complete our liability release, and learn to tack. All first time lesson takers: Plan to be at barn for at least 2hrs.
4. Existing clients, please allow 30-45 minutes prior to your mounted lesson time, if you are tacking your own horse for your lesson.
5. "Un-tacking" time after a lesson is not considered part of the time you "pay" for, but it is considered the rider's responsibility. Therefore, please allow up to 1-1/2 hours for your total time at the stable unless prior arrangements are made for groom services.
6. No rider is permitted to ride without instructor present, unless trainer has given permission.
7. For all novice riders 18 and under, please DO NOT MOUNT until a safety check of your equipment has been completed by your trainer.
8. If you'd like for us to tack/untack your horse, please let us know in advance and a \$15 fee will be charged.
9. GIRTHS (saddle fasteners around horse's belly) MUST be checked prior to starting a lesson. Girths may loosen prior to or during a ride. If a rider notices this he/she must alert the riding instructor as quickly as possible so action can be taken to avoid slippage of the saddle and a potential fall from the horse.
10. We will continue to teach safe lessons in small groups and/or private individual sessions. New riders are always thoroughly assessed. Lessons, horses and instructors are assigned accordingly.
11. Please avoid interrupting the trainers during lessons. This takes her/his attention away from instructing.
12. Lesson packages MUST be paid in advance in order to maintain discounted rate and hold the client's spot. Payment is due by the first lesson of the new package. Clients will be assured a specific weekly spot, and that spot will be held for the following month as long as payments are made on time. If payment is not received on time that spot becomes available to other riders. Please see "Lesson and Package Rates" for more information.
13. Show Team payments MUST be made by the 25th of each month and our considered late on the 1st. If payment is not received before the 1st, a late fee of \$15 will be assessed and added to the month's total. For additional conditions and policies that apply to show team members, please see "Show Team Rates and Conditions".
14. Training payments MUST be made by the 25th of each month and our considered late on the 1st. If payment is not received before the 1st, a late fee of \$15 will be assessed and added to the month's total.
15. As of November 1, 2015, any outstanding bills or amounts owed to Five Star Equestrian for more than 30 days will incur an 8% charge on the total outstanding amount due each month. This includes, but is not limited to, commission on Sales/Purchases and Training Fees.
16. Owners/Lesseees who have training packages can use some of their training days as lessons, but this MUST be scheduled in advance.
17. If a client opts to discontinue participation in a package or monthly program, any "unused" lessons expire on the last day of 2nd month, based on date package began. We do not refund!
18. Packages are not transferrable, except to immediate family members. The 2-month grace period applies from the day of purchase even if transferred to a family member.
19. Services are due at time of service for non-show team members; show team members will receive service fee, when applicable, on their monthly invoice.
20. We accept cash/check and all payments need to go in mailbox at the barn office.
21. Only Five Star Equestrian Clients are allowed to handle, groom or ride Five Star horses. Family and guests are encouraged to watch lessons, but must remain clear of the tacking and riding areas. This is for the safety of all.
22. Cancellations must be made prior to a scheduled lesson. Private lessons must be cancelled with at least 24 hours notice. Semi private/Group lessons can be cancelled up to the scheduled start time. If a scheduled lesson is not cancelled and not attended, client will be charged for that lesson, and it cannot be made up. Showteam members MUST provide at least 8 hours notice of cancellation of any lesson, in order for training ride to be scheduled.
23. There are no make-ups for show team lessons missed; a training ride will be provided in lieu of a lesson with a minimum of an 8 hour notification; if trainer does not receive proper notification, client will lose that lesson.

24. In the event of inclement weather (rain or wind or excessive heat), for the safety of the Clients we may find it necessary to cancel the lessons. We will try inform all at least 2 hours prior to their lesson time. If you do not hear from us, that means your lesson is still on. Trainer will schedule training rides for show team horses when lessons are cancelled due to weather.
25. Unfortunately we are unable to accommodate riders weighing in excess of 250 pounds, due to safety issues and the moderate sizes of our horses.
26. PHOTOGRAPHS, VIDEO PRODUCTIONS, AUDIO PRODUCTIONS, WEBSITE PRODUCTIONS, AND TELECASTS
I AGREE that Photographs, Video productions, Audio productions and Telecasts may be made of the Rider either alone or together with others, during horseback riding events at such times or places as FIVE STAR EQUESTRIAN and its AFFILIATES shall designate. The Rider agrees that all rights in such photographs, video productions, audio productions, website productions and telecasts including, but not limited to, rights of sale, reproduction, use and distribution, shall belong to FIVE STAR EQUESTRIAN or its AFILIATES, its successors or assigns, which may make whatever use of such photographs, video productions, audio productions, website productions and telecasts as it or they may desire. The undersigned hereby grant to FIVE STAR EQUESTRIAN or its affiliates, its successors and assigns the non-exclusive right to use the Rider's first name or likeness for any and all commercial benefit and purpose, without limitation, in perpetuity, throughout the universe, in all media whether known or unknown.

Riding Attire/Equipment

Very little is required in order to begin your riding lessons at **Five Star Equestrian**. We provide helmets to beginning client for the first month, however, if you fall in love with this sport and continue to ride we require you purchase your own helmet, vests and appropriate riding clothes.

Beginner rider attire:

- Jeans/Leggings
- Long hair tied back
- Closed toed shoes with heel
- *No jewelry, no tennis shoes, no baggy clothes

Intermediate/Advanced attire:

- Breeches/Jodhpurs
- Vest
- Gloves
- Tall Boots/Paddock Boots
- ASTM /SEI certified riding helmet

Local Stores to find required equipment:

Arney's Crow Canyon Saddlery

10730 Crow Canyon Rd
Castro Valley, CA 94552
(510) 537-0120
<http://arneyssaddlery.com>

Western Saddlery

7038 Commerce Circle
Pleasanton, CA 94588
(800) 833-8085
<http://western-saddlery.com>

Carousel Saddlery

884 Portola Road, Portola Valley, CA
(650) 851-7330 • csaddlery.com

Olsen Nolte Saddle Shop

Village Square (650) 591-4403
1580 El Camino Real, San Carlos, CA

Online Sites

Dover Saddlery - www.doversaddlery.com

Schneiders - www.sstack.com

Stateline Tack - www.statelinetack.com

Smartpak - www.smartpak.com

Bay Area Equestrian Network - www.bayequst.com

BARN HOURS (SUBJECT TO CHANGE – WINTER HOURS TBD)

- Monday: Closed
- Tuesday: 9am-8pm
- Wednesday: 9am – 8pm
- Thursday: 9am – 8pm
- Friday: 9am – 8pm
- Saturday: 9am - 8pm
- Sunday: 9am – 8pm

BARN IS CLOSED ON MAJOR HOLIDAYS