



Parent Handbook 😊

DH Office Information

Office hours are Monday to Thursday 9:00 am to 4:00 pm.

DH is closed on all statutory holidays.

Long weekends: there will be regular lessons, DH will only close on the ACTUAL Stat. For example, Easter, DH will close on Good Friday and Easter Sunday. Monday is not the stat.

DH Cell 403-542-4038

DH Office phone 403-242-7648

Email discoveringthehorse@shaw.ca

Please send any lesson inquiries, messages etc. to Bryanne via email
ALL absences are to be TEXTED to the DH cell.

Yard/Horse Safety

Yard speed limit is 10 km/h.

Please Park in the designated areas only, overflow is in the field where the hay is.
Please DO NOT block the opening to the hay field.

In darker months vehicle must NOT BACK IN, head lights cause very serious safety risks, ALL vehicles should NOSE in, and lights turned OFF.

- NO Smoking permitted at DH.
- NO outside dogs permitted at ANY time.
- Washrooms are the “blue lagoon” please let staff know if it needs attending.
- Please avoid “visiting” with the horses with smaller children unless cleared by DH staff. Tied horses present unique risks. Visitors are welcome to watch, walk along with rides etc. All visitors MUST wear proper footwear and visitors under 18 will be asked to wear a helmet, visitors should “give way” to horses, riders, volunteers, and staff always.



Lesson Safety/Conduct

While at lessons please remember the following;

- BRING your BEST self!! HAVE FUN 😊
- NO GUM
- ALWAYS dress for the weather
- BRING a waterbottle
- WEAR sturdy shoes, NO SANDALS or canvas shoes (ie Bobs or Vans)
- REMEMBER your helmet should be on when entering the tie up area
- NO running
- ARRIVE at lesson time (time in between is used for staff breaks and admin)
- NO treats...NEW and a bummer, but big boys are being rude
- DO NOT feed or touch any horse in the medical pen

Conduct

DH is a very unique place where the focus is on connection, foundation and horsemanship rather than going fast, trotting and loping. We take a slow approach to the technical aspects of riding to ensure safety and understanding during equine encounters.

Through progressions or levels, riders earn the ability to trot and lope by demonstrating understanding of our concepts, by consistently practicing technical elements, and showing a keen desire to become a partner with their horse. Riders that primarily focus on going faster, without effort to learn concepts, practice technical aspects, and disregard the welfare of the horse by kicking, whipping reins and showing general disrespect for DH philosophies, staff, volunteers and above all the horses, may be asked to leave the program. If staff and volunteers are taking note of behaviours that fall outside of our community culture a discussion will be needed to see if DH is the right fit.

Parents and visitors are welcome to all classes and events. While at DH they are encouraged to remember the above mentioned. DH is a noncompetitive, noncomparative, judgement free and inclusive environment.

DH is a negativity free zone!

Updated February 26, 2024



DH Core Values

Responsibility

Shared accountability for providing, safe, judgement free horse encounters, doing no harm to our clients. Measuring ourselves to high standards of quality and value out of respect for the horse and the humans.

Striving to be true to our word, by acting with integrity, morality to become a trusted partner with equines and humans

Humility

Keep learning, from all sources. Take what you can and add it to your tools for better life, sense of self and better world.

Listen and accept others. Hear the hearts of all those around you creating and open mind through recognition of the strengths in others

Passion

Our passion discovering ourselves is equal to our passion to discovering the horse. Finding ways to make connections, seeking changes for the betterment of community, clients, family and friends is our purpose.

Our passion fuels our commitment to energize, engage and inspire.

Congruence

Being the right fit for each other to help meet a common goal.

Meeting like-minded professionals, practitioners, speakers, presenters and volunteers, collaborating to provide a cohesive environment where owners, riders, coaches, sidekicks and clients walk united in purpose

Charity

Goodwill becomes contagious. Helping others along the way doesn't only affect the giver, but the receiver, the community and the globe.

When we receive, we give, when we learn we teach, when at the top help the next one in line.

Perseverance

Trusting the process and recognizing that this is a journey. Holding on when the ride gets rough, let go of that which doesn't serve and never give up.

Being patient to accept the journey and to know that even when we want to, quitting is not the answer.





PUNCH CARD POLICY

You are committing to a 10-week lesson session with unlimited renewals for September to June riding.

Details

- Cards are for September to June riders ONLY
- Cards are \$375.00 each, PLUS GST (\$393.75) for 1 hour.
- Cards are \$562.50 each, PLUS GST (\$590.63) for 90 mins.
- Cards are sold per student or per 2 members of the same family.
- Cards are kept on site.
- Cards will be punched at the end of each lesson.
- **Non-refundable**
- Payments can be made via e-transfer to discoveringthehorse@shaw.ca or at class by debit or cash. Visa and Master Card are also welcome but are subject to a 3% surcharge.

Renewal

When cards are completed, invoices will be sent via email for the new card. Invoices are due upon receipt, preferably BEFORE your next class.

DH will take attendance into account when renewing punch cards.

- Riders missing 3 consecutive weeks without notice to DH, will be assumed to have left the program.
- DH may decline additional cards to riders that miss more than 4 classes within the 10-week period.
- If you feel that there is a discrepancy on your card, please contact the office via email.

Missing Classes

Regular attendance is expected.

- There is ONE (1) excused absence for each card for each SINGLE user.
- There are NO excused absences when sharing a card.
- **24 hours notice** is requested before missing a class. Notice should be sent by TEXT.
- NO SHOW = A punch regardless of reason for absence

Cancelled Classes

DH will only be cancelling lessons in accordance with our revised weather policies. If a lesson is cancelled, NO make-up classes and there will be NO impact on punch cards.



Severe Weather/Air Quality Policy

DH will move to classroom learning when weather directly affects riding safety and quality. Classes may be cancelled when:

WINTER

When the area is under **EXTREME WEATHER** and travel is hazardous, DH will **CLOSE**.

- Weather is posted on networks to **- 15 C or colder and wind chill IS a factor**.
- Cold, excessive wind and reduced visibility/blowing snow.

SUMMER

When weather at the lesson shed is 25 C and above, lessons will be moved to the cottage.

When weather is **30 C or HIGHER**, lessons will be cancelled.

RAIN/THUNDERSTORMS

Rainy days are unpredictable, and DH will no longer be closing for rain.

IF thunderstorms (with or without lightening) develop while riding and we have NOT reached the ½ way mark there will be NO punch. If we are PAST ½ way, the lesson may be moved to the cottage or concluded, and cards WILL be punched.

WIND

WIND in excess of 40km/h, classes will automatically be in the Cottage.

AIR QUALITY

When the index is 7-8 learning will be moved to the Cottage

When the index is 9 or **HIGHER** classes will be cancelled

CANCEL NOTIFICATION

Done via **TEXT** message at **3:00pm WEEKDAYS and 10:30am SUNDAYS**, POSTED on our Facebook page, DTH Client Group and a follow-up email **MAY** be sent with further information.

DH does not take cancelling lessons lightly. It weighs on us greatly as we know that it can be frustrating. DH has an impeccable safety record, and we do not take chances with your children, and we make these calls with that in mind.

- the health and well being of the horses.
- the health and well being of the riders.
- the SAFETY effects of the weather
- the quality of instruction that can take place in extreme weather.

August 28, 2024