



Frequently Asked Questions

Can we come for a visit before we sign up? Yes! You are welcome to come for a visit anytime. We would love to give you a tour of our facilities and answer any questions you might have. Please do call first and make an appointment so we can be sure someone is here to help you. Call Gayle at 760.216.1287 to set up your appointment today!

What can I expect for my first lesson? First lessons vary depending on the class, but will always include:

- Signing forms e.g. “application” and “liability release” both of these forms can be previewed and downloaded from the website.
- Going over safety procedures and “barn rules”
- Beginning to learn the basics of working around horses.

The first lesson usually involves more “ground work” to get acquainted with working around horses; and a little less riding time. First lessons often go overtime just to be sure we get everything covered that needs to be addressed. You may want to come a bit early.

What should I wear to my first lesson? Please wear comfortable, long pants; boots or shoes with a heel if you have them. Also, if you have your own equestrian S.E.I. approved riding helmet, you can bring that. We can supply *some* children's/women's boots; and all riding helmets. (Riding helmets are mandatory; bike helmets or other kinds of helmets are *not* an acceptable substitute for an S.E.I. approved equestrian helmet.)

How do I pay for lessons? Lessons can be paid for when you arrive at barn; we accept cash or checks. You can also pay online on our website at www.kidshorsinaround.com using Paypal (either with a Paypal account or credit card.)

- **Tuition** - Tuition is due the first lesson of every month. Many lesson programs are on a month-to-month basis for which you pay a reduced rate in the form of a monthly tuition.
 - Full tuition can be waived if you join in the middle of a month. You will be charged a prorated tuition for that initial month only.
 - Tuition cannot be carried over from one month to the next.
 - If tuition is not paid the first lesson in the month, lessons rates will revert to a per lesson basis.
- **Per Lesson** – you can pay an hourly rate per lesson. Payment is due at time of lesson.
- **Class Fees** – Some group lessons at **Kids Horsin' Around** have a specific beginning and an end, usually six weeks. Fees for these classes are expected to be paid at registration for the class.

Can I get a refund? Each and every lesson comes with a money back guarantee that you will be happy with your riding experience with us. If for any reason you are not completely satisfied, we will refund the cost of your unused lessons.¹

How do I know whether my child should be in a group or private lesson program? Generally speaking, children under 8 years old need to be in a riding program where they have one-on-one constant supervision, either with an instructor in a private or semi-private lesson or with a parent in a “mom & me”

¹ Lesson programs through the Fallbrook Community Center will be refunded at 80%.

class. Children in group lessons are expected to be able to confidently control a schooling horse at a walk and trot in a group setting. Some of the younger ones will still need help getting and tacking-up their horse, but they can ride independently.

- If you are unsure of your child's riding ability, you should schedule a private lesson for placement assessment.
- If you enroll your child in a group lesson and they are subsequently deemed not ready for it, you can apply the monies towards a private lesson program; or get a full refund of unused lessons should you decide to leave.

What about lesson make-ups?

- If you are in a **private riding lesson program**, you may make-up (reschedule) a missed lesson under the following circumstances:
 - You have given a 24 hour notice that you will not be at the lesson (emergency cancellations notwithstanding)
 - You account is in good standing.
 - Make-up lessons must be made-up within thirty days of the missed lesson.
 - No make-ups for "no-shows"
- If you are in a **group or class lesson program**², lessons may be rescheduled under the following circumstances:
 - If a group or class lesson is cancelled by **Kids Horsin' Around**, it will be rescheduled for a similar time within a week.
 - If you miss a reschedule group or class lesson, it will be the same as missing a regularly group scheduled lesson.
 - Individual group or class lessons cannot be made-up i.e. if you miss a group lesson, there is no make-up available

If I pay for an hour of lessons, does my child ride for a full hour? Generally speaking, no, children do not ride for a full hour; here's why:

- You are paying for an hour of instruction; this includes all aspects of horsemanship, such as haltering, leading, grooming and tacking-up. Children are still learning to do all of this properly and safely.
- Most people, and certainly children, cannot sustain the amount of focus and physical concentration that a full hour of riding lessons would require.
- Sometimes, your child just may not be up to a full lesson, be it 10, 20 or 30 minutes. If a child is tired, not feeling well and not focusing, not only will they not learn and enjoy the lesson, it can become a safety issue.
- This is true for adult riders as well. There are some exceptions where an adult or more advanced rider is completely capable of getting ready by him or herself for a full hour of riding lesson.

Lesson start and end on time; if you are late, your lesson will still (probably) end on time. That is because we often have riders coming in after you! Occasionally, if there is no lesson after you, we may run over time. If you have to leave on time, or early, please let us know at the beginning of the lesson so we can make plans accordingly.

What if we want to take a month off? You certainly can do that. However, there is no guarantee that the same time slot will be available for you when you want to come back. If you let us know, we will try to hold your "spot" for you.

² "Mom & Me" Horsemanship; Adult Beginning Trail Riding, Accelerated Rider™ Program, Group lessons, Day Camps.