



## **Welcome to riding lessons at Benchmark Equestrian!**

We provide year-round riding lessons, utilizing our indoor arena as well as our outdoor sand ring, so lessons continue rain or shine. If lessons need to be cancelled, whether it is due to extreme heat, very low temperatures, or driving conditions, we provide notice to students and lessons can be rescheduled.

### **How to prepare for your lesson:**

- Please arrive 30 minutes prior to your scheduled lesson so that you can brush and tack up the horse or pony which you will be riding
- Please arrive with the required equipment, which includes:
  - An ASTM/SEI approved riding helmet
  - Properly fitted riding boots or boots that have a ½" heel
  - Riding breeches, jodhpurs, leggings, or long pants
  - Appropriate top, which does not include tank tops
  - A hair tie if you have long hair
  - A protective riding vest (optional)
- Please be prepared to stay 30 minutes after your lesson is scheduled to finish so that you can untack and put away the horse or pony that you have ridden

### **Where to purchase apparel and equipment:**

- Greenhawk Equestrian [www.greenhawk.ca](http://www.greenhawk.ca) : They have appropriate packages for beginner riders
- Running Fox Equestrian Products [www.runningfox.com](http://www.runningfox.com) : A tack shop for more advanced riders that are looking for higher end apparel and products

### **Lesson Cancellation Policy:**

- Only properly attired persons shall be permitted to ride
- A make-up lesson may be scheduled if a minimum of 24 hours notice is provided for cancellation, and the lesson is made up within a two-week period
- Make-up lessons will not be granted unless the required notice has been given
- There will be no make-up lesson for missed make-up lessons
- Make-up lessons are limited to two make-up lessons per month
- To cancel or reschedule a lesson, please email [lessons@benchmarkequestrian.ca](mailto:lessons@benchmarkequestrian.ca), or call or send a WhatsApp message to 905-893-9566
- Missed lessons will not be credited on future invoices, it is the rider's responsibility to schedule make-up lessons

**Drop-In Lesson Packages:**

- Drop-in packages are valid for six months from the date of purchase, and lessons are for individual use and are non-transferrable
- With a drop-in package you do not have a set day and time, each lesson must be scheduled on an individual basis. We recommend reaching out up to one-week prior to the requested lesson date
- Drop-in lessons can be used for hour-long group lessons or 30-minute private lessons Monday-Friday, subject to availability
- Those that request a guaranteed private lesson are subject to an up-charge to our full private lesson fee. Please note that private lessons are unavailable during peak hours, such as weekends
- Please note that we cannot guarantee the availability for drop-in lessons during peak hours, such as weekends

**Payment Policy:**

- E-transfers can be sent to [info@benchmarkequestrian.ca](mailto:info@benchmarkequestrian.ca)
- Cheques can be made payable to Benchmark Equestrian Inc.
- Payments made by cash are still subject to HST
- We accept Visa and Mastercard, but please note that all transactions made with credit cards are subject to a 3% processing fee
- Payment is due upon receipt and must be paid within 15 days of receipt to avoid late charges. As stated on our invoices, payments 15 days overdue are subject to a 20% charge of the total invoice, and \$20 per day thereafter
- Lessons are invoiced on the 15<sup>th</sup> of each month for the following month, with payment due by the 1<sup>st</sup> of the month

**Other Information:**

- Group riding lessons are approximately 45-60 minutes in length
- Benchmark Equestrian is a non-smoking facility
- For safety reasons, do not bring your dogs or other pets to Benchmark Equestrian
- For student privacy concerns, all postings of pictures/videos taken at Benchmark and of Benchmark horses must be approved

Benchmark Equestrian's staff are committed to ensuring that our riders develop confidence, experience, and ongoing success in their skill development, while maintaining that at all times safety comes first. If you have any questions regarding the development or safety for yourself or your student, please email or call to speak with our riding lesson program manager.