

## FREQUENTLY ASKED QUESTIONS

### **Q: What can I expect from lessons at Twin Rivers Equestrian Centre?**

A: Our lessons are offered at 4 different skill levels guided by the fundamentals of the Equestrian Canada Rider program. These lessons have been designed to teach our students essential horsemanship skills while having fun. Ride for pleasure or ride into the ribbons! We teach novice to advance riders.

### **Q: How long is each lesson?**

A: Group and assessment lessons are approximately 1 hour in length which include grooming, tacking up and riding. Little rider and private lessons are 30 minutes of individual attention. Private lessons are only offered to those students who are able to tack and un-tack their horse without supervision.

### **Q: Is there an age limit?**

A: Yes, we start lessons at 4 years old. We ask that lesson students are old enough to be able to focus on their lesson and work on the tasks as they learn to ride. New riders under the age of 7 start will start in our Little Rider lessons which introduces students to ponies and horsemanship.

### **Q: Do you have a helmet I can use?**

A: Yes, we have helmets of varying brands and sizes available for students to use for the first few lessons. But buying an approved ASTM/SEI well fitted riding helmet will be a purchase that all of our students need to invest in if they are looking to continue riding.

### **Q: How do I sign up for lessons?**

A: Email us to set up an assessment lesson at [twinriversequestrian@gmail.com](mailto:twinriversequestrian@gmail.com).

### **Q: How much do lessons cost?**

A: Assessment lessons are \$80+ taxes; group lessons \$55+ taxes; private lessons \$70+ taxes and our Little Rider lessons are \$45+ taxes. These lessons are offered at a discounted rate, but for those who find it hard to commit each week, we also offer single lesson rates. Lessons are billed and due before the beginning of each month. Payment must be made in advance of lesson or no lesson will be given.

### **Q: What is the cancellation policy?**

A: We require 24 hours' notice of cancellation. Twin Rivers will not refund fees for any missed lessons. When 24 hour notice is not given, the student forfeits the right to make up that lesson. When 24 hour notice is given, the lesson can be made up on specific days and times. The makeup lesson must be scheduled within 2 weeks of the original lesson. Makeup classes **CANNOT** be rescheduled.

**Q: What is the lesson schedule?**

A: We offer riding school lessons on Monday, Wednesday, Friday evenings, Saturday afternoons and Sundays. Depending on your level will determine your class time.

**Q: Will I ride the same horse for every lesson?**

A: No. For you to progress with your riding, you will ride different horses and your lesson horse will be posted on the scheduling board for your arrival each lesson.

**Q: How early should I arrive for my lesson?**

A: For little rider, assessment & group lessons, arrive at least 10 minutes before the scheduled time. For private lessons, arrive at least 30 minutes prior to your scheduled time and be in the ring ready to start your lesson at your scheduled lesson time.

**Q: What should I wear for my lesson?**

A: Proper riding attire is **REQUIRED!** This includes breeches/britches/jeans, proper riding boots. If you don't have any boots please wear boots with a walking heel (one inch minimum). In order for our instructors to see your position, clothes should be snug fitting without being restrictive. Hair should be up under helmet or in a pony tail and gloves are optional but recommended.

**Q: How do I pay for my lesson?**

A: All reservations are held by a Visa or Master Card, so please have your credit card handy when you call. Your lesson can only be held with a credit card, although you may pay for your lessons with cash, cheque or e-transfer.

**Q: What riding disciplines can I learn?**

A: Our instructors teach 'English' style of riding with an emphasis in equitation, jumpers, and hunters.

**Q: Can I show a school horse in our schooling shows?**

A: Yes, there are opportunities to show our school horses during our schooling shows. Due to the number of school horses available, horses will be reserved on a first come, first serve basis.

**Q: Do I have to buy a horse to take riding lessons?**

A: No, but if you want the flexibility of riding the same horse or are ready to advance but are not quite ready to purchase a horse, leasing is an excellent alternative. For more information about leasing, speak with Dana or Tosca for further details.

**Q: How do I know if my lesson is canceled due to weather?**

A: You will be contacted by Twin Rivers if for any reason your lesson needs to be canceled or rescheduled.



# TWIN RIVERS

EQUESTRIAN CENTRE

604 574 5481 Cloverdale BC

**Q: I need to cancel or reschedule my lesson. Who do I contact?**

A: We ask that you email [twinriversequestrian@gmail.com](mailto:twinriversequestrian@gmail.com).

**Q: Do I need to bring my own tack?**

A: No, we provide all tack, which all has been properly fitted for our horses.

**Q: How do I stop riding lessons? Can I get a refund?**

A: One month's notice must be given if you choose not to continue riding. Lesson packages are non-refundable and lessons will be charged to your credit card if proper notice is not given.

**Q: Are lessons offered year-round?**

A: Yes. We suggest wearing layers you can shed as you work up a sweat in colder months. An instructor will inform you if lessons are canceled due to weather.

**Q: Can I get a gift card for lessons?**

A: Yes! Contact us for more information.

**Q: Do I need to take lessons the same day and time every week?**

A: Yes. But if you need a scheduling change, we will happily try to accommodate your needs.

**Q: Can friends or family come watch my lesson?**

A: Due to COVID, we need to emphasize drop off only at this time. Your riders will be well taken care. If you are uncomfortable leaving the property, we will ask that you remain outside the barn in your vehicles until your rider is done. Our commitment to everyone's safety is our priority.

**Q: What are the program's horses like?**

A: We offer a very special string of school horses and put a strong emphasis on safety. It is important to us that our horses have the temperament and ability to suit the needs of all of our riders

**Q: Can I learn about horse care and other elements of horse keeping?**

A: Of course! We pride ourselves in this aspect because before you can ride a horse you need to know how to take care of them and handle them as well. We offer Equestrian Canada Rider level classes at certain times during the year as we want everyone to be knowledgeable about all aspects of horses and encourage all our riders to get their Rider Levels.

**Q: Who will be my instructor?**

A: Please review the Trainer's page on our website to see their profiles.

**Q: What is the difference between private and group lessons?**

A: Private lessons are one-on-one with an instructor and are 30 minutes long. Group lessons are taught with multiple riders of similar ability level in the arena at the same time and are 60 minutes long.

**Q: What can our clients expect from Twin Rivers?**

- *Safety:* Our policies are in place to ensure the safety of both humans and horses. We ask that lesson clients help ensure their own safety and that of others by following these guidelines and reporting any safety concerns in a timely manner.
- *Timeliness:* Our instructors and horses are ready and waiting, so we appreciate lesson clients arriving on time for their lessons. If a lesson client arrives late, the lesson duration will be shortened to what was left of their original time slot.
- *Clear communication:* Life happens, and sometimes lesson clients are unable to keep their regular schedule. We ask that you communicate with us 24 hours to cancel. Call or text anytime if you have questions, concerns, or changes.

**Q: Do you offer pony rides?**

A: Sorry no we do not. But when your child is ready for lessons or camp please contact us.

**Q: Do you offer trail rides?**

A: No. We do not offer trail rides.

**Q: Can I haul in my own horse for a lesson?**

A: Sure! There are certain requirements for hauling in. Contact us for more information. There is a \$25 haul in fee. Contact us for more information.

**Q: Can I bring my children or dog when I come for my lesson?**

A: Children must be supervised at all times by a responsible adult. If another adult accompanies you, feel free to bring the kids as long as they won't distract you during your lesson. Please do not bring your four-legged friends as we also train hunt dogs on the property and also have farm dogs and they are not very welcoming to any new comers. We also ask that you do not throw sticks for the dogs as they are in training.

**Q: Where is Twin Rivers Equestrian located?**

A: 16250 - 48th Avenue  
Cloverdale, BC  
Phone: 604-574-5481