

TRINITY RIVER FARM & EQUESTRIAN CENTER

Lesson Rules and Guidelines

Revised 2026

These guidelines are intended to help lessons run safely, consistently, and on time. Please review them carefully before purchasing or scheduling lessons.

Scheduling and Payment

- All lessons are paid for and scheduled through Trinity River Farm's online scheduling system by the student or parent.

New student scheduling:

[https://app.squarespacescheduling.com/schedule/484bfe36/?categories\[\]=New%20Students](https://app.squarespacescheduling.com/schedule/484bfe36/?categories[]=New%20Students)

- Payments are not made to individual instructors.
- An introductory evaluation lesson is required for new students over the age of 6.
- After the first lesson, students or parents should discuss future scheduling with the instructor for appropriate guidance. Students should not schedule themselves into a group lesson without first discussing placement with an instructor.
- Younger beginner students must be able to stop, start, and steer the horse independently before being placed in a group lesson.

Cancellations, Late Arrivals, and No-Shows

- At least 24 hours' notice is required to cancel a lesson. Students may cancel their own lessons online through our on-line scheduling system when the cancellation is made at least 24 hours before the scheduled lesson.
- A lesson canceled with less than 24 hours' notice is forfeited. A forfeited lesson is not eligible for rescheduling, credit, refund, or extension of the lesson package expiration date.
- If you need assistance rescheduling a lesson, please contact your instructor by text message.
- Instructors are not authorized to cancel a lesson on a student's behalf when less than 24 hours' notice is given, nor can instructors approve exceptions to the cancellation policy. If you believe circumstances warrant an exception to the 24-hour cancellation policy, please **email the Trinity River Farm office at info@trinityriverfarmtx.com** and explain the circumstances of your request. All exceptions are considered by management on a case-by-case basis and are not guaranteed.
- **Commitment to Scheduled Lessons:** When a lesson is scheduled, Trinity River Farm reserves an instructor, a horse, and lesson time specifically for that student. Our horses must be housed, fed, cared for, and maintained regardless of whether a student ultimately attends the lesson. For this reason, we ask families to treat scheduled riding lessons as firm commitments and to consider other activities and family plans before reserving lesson times. Changes in personal schedules, competing activities, or other non-emergency conflicts do not waive the 24-hour cancellation policy.

- Students are expected to arrive early enough to be prepared to begin their lesson on time. Students who prepare their horses independently should generally plan to arrive 20-30 minutes before the scheduled lesson.
- A student arriving more than 15 minutes late will be considered a no-show and the lesson will be forfeited.
- If a student with a private lesson arrives late but within the allowable period and still wishes to ride, the instructor may, at the instructor's discretion, provide the remainder of the scheduled lesson time. The lesson will still end at its originally scheduled time.

Lesson Packages, Expiration, and Refunds

- Lesson packages must be used within 35 days of purchase.
- If Trinity River Farm must cancel a lesson because of weather or another farm-related circumstance, and the lesson cannot reasonably be rescheduled within the 35-day package period, the package expiration date will be extended as appropriate. When this applies to your lesson scheduling, please email the office at info@trinityriverfarmtx.com.
- Lesson packages are generally non-refundable. Purchasing a package represents a commitment to complete that package. Trinity River Farm reserves lesson time, an instructor, and a horse for the student; purchasing a package is a commitment on both sides.
- Exceptional circumstances may be reviewed by management. Extended illness or injury, and relocation may be considered on a case-by-case basis. Any exception is at the Farm's discretion and is not an entitlement.
- If management approves a refund of an incomplete lesson package, lessons already taken will be charged at the current single-lesson rate including applicable fees. Any approved refund will be limited to the remaining balance after those lessons and fees have been deducted.

Instructor Availability

- Trinity River Farm makes every reasonable effort to provide continuity with a student's regular or preferred instructor. However, lessons are purchased through Trinity River Farm and are not guaranteed with a specific instructor.
- When a student's regular or preferred instructor is unavailable, the Farm may offer another qualified instructor. Choosing not to accept an available qualified instructor does not, by itself, qualify the lesson package for an extension, credit, or refund.

Lesson Horse Assignments

- We understand that students often develop a special connection with a favorite lesson horse, and we are happy to consider horse preferences whenever practical. However, the assignment of a particular horse cannot be guaranteed. Lesson horses are assigned based on a variety of factors, including the horse's health and workload, the student's skill level and learning needs, lesson activities, and the needs of the overall lesson program.
- Learning to ride different horses is also an important part of developing as a rider. Each horse responds, moves, and communicates somewhat differently, and experience with a variety of

suitable horses can help students become more confident, adaptable, and well-rounded riders.

- Students who wish to have consistent or exclusive access to a particular horse should speak with management about horse leasing or ownership opportunities. Unless a student owns or has an applicable lease on a horse, Trinity River Farm cannot guarantee that a particular horse will be available for any individual lesson.

Preparing for the Lesson

- Students are expected to catch and tack up their horse as their skill level permits. An instructor will accompany children under age 12 when catching a horse in the pasture.
- Students who still require instruction or assistance with grooming and tacking will learn these skills as part of their lesson time until they are able to perform them independently.

Riding Attire and Safety

- Appropriate riding attire is required, including an approved riding helmet, boots appropriate for the student's chosen discipline (English or Western), and long pants.

Weather and Farm Cancellations

- Texas weather can change quickly. If weather is a concern, please contact your instructor or the facility for the status of lessons.
- Lessons may be canceled, delayed, shortened, or modified when management or the instructor determines that weather or conditions are unsafe or inappropriate for horses or riders. Factors may include extreme heat or cold, high winds, severe storms, arena or footing conditions, and the welfare of the horses.
- Final decisions regarding whether lessons will be held are made by Trinity River Farm based on conditions at the Farm.

After the Lesson

- Please plan to allow approximately 10-20 minutes after the lesson to properly care for your horse and equipment. This may include grooming or bathing the horse, returning the horse to the appropriate pasture or area, and properly caring for tack and equipment. Your instructor can provide additional guidance.