



The Lesson Program

Questions & Answers

Thank you for contacting us! We are excited to have you join #teambellewood

Here is a little information before you begin your new adventure

At Belle Wood, we encourage all riders to carry an "Ontario Equestrian" membership. This can be found at www.ontarioequestrian.com.

What do we need, and where can we purchase it?

- All riders require an "ASTM" approved helmet for equestrian use and boots with a 1/4 heel that covers the ankle. We also suggest grabbing a pair of gloves!
- To purchase your equipment, riders must go in person to ensure a proper fit of the helmet. We highly recommend *Picovs Horseman Centre on Hwy. 2 in Ajax (besides the race track)*

Can we try a lesson first?

- Absolutely! All new clients can start off in an assessment lesson to allow them the opportunity to try the sport and allow our coaches to meet with you and chat about your goals and schedule spots available. You'll love it, so beware, it's an addicting passion!

How do I book a lesson?

- Send an email to coaching_bellewood@outlook.com, and we will send available times for assessment lessons and welcome materials for you to review.

How do I pay?

- All lessons require payment prior. We require a credit card on file for students enrolled in our program. Monthly lessons are paid for the previous month on the 20th via credit card. We accept e-transfers. However, they must be received by the 19th or the card on file will be charged. Note we do not offer refunds, and lessons are non-transferable.

What happens if I want to pause my lessons or leave the program

- We will be sad to see you go! But hey! It happens. To ensure you do not get billed on the 20th, email us at coaching_bellewood@outlook.com, and your subscriptions will be cancelled. Note we do not permit make-up lessons for those who leave the program.

Are there make-up lessons?

- There sure is! Riders enrolled in the weekly lesson program will be permitted one pre-scheduled make-up lesson per session. Our office *MUST* receive a minimum of 7 DAYS' notice via email to coaching_bellewood@outlook.com of absence/cancellation of a lesson. Based on facility availability, lessons that have been cancelled with seven days notice will be rescheduled within two weeks of the missed lesson. Missed lessons will not be tagged onto the end of a lesson package or extended into the upcoming month. Belle Wood can not guarantee that a make-up lesson will be available with the rider's regular instructor or at the same lesson level/package. There is a \$25.00 Administration fee for rescheduling the lesson.

Now that we have our lesson booked, what else can you tell us?

- Aside from all the fun, you will have learning how to ride, we need to cover a few basics!
- Horses' welfare is of the utmost importance to us at Belle Wood; with that being said, students must be at the stables 45 minutes before their lesson. Horses will be in for students' arrival; time to roll up their sleeves and get grooming. Our "Lesson Team" is specifically assigned to help students prepare for their lessons and give instruction on horsemanship skills.

What makes Belle Wood unique?

- Where do we start? Belle Wood values teaching students from the ground up! Engaging students in horse awareness and horsemanship is a crucial component to our program's success and furthering students understanding of the importance of connecting with a horse and all aspects of the sport. Our team works with our students to further their skill sets in a safe and controlled environment. For first-time riders, Belle Wood offers an 8-week "Begin to Ride" program that teaches how to work safely around and on the horse. Lessons take place in a private setting to allow students to get comfortable without others in the ring who may also be at the same level. Safety first!

If we have missed anything, please contact Belinda in the office at bellewoodeques@icloud.com and ask away!

Our office hours are;
Tuesday to Thursday 10:00am - 3:00pm
Friday & Saturday 10:00am to 2:00

Allow 24 hours for a return email/call.

By signing this document, you agree to the policies and procedures at Belle Wood Equestrian

Name

Signature

Date:_____