

# **Three Birds Farms**

## **Policies and Procedures**

1220 Villa Rica Rd. Marietta, Ga. 30064

**Welcome to Three Birds Farm! The following information will help you familiarize yourself with our program's policies and procedures. Please let us know if you have any questions. We are happy to help!**

### **Rain or Shine**

We will have our classes, lessons, and camps rain or shine with the exception of dangerous weather events. If it is raining during your appointment, classes will be shifted inside the barn. For the safety of our students, staff, and animals we will reschedule classes for inclement weather or in cases where the class can not take place in the barn. We will always reach out to let you know if the class will be rescheduled. Refunds will not be offered for weather events unless the appointment is unable to be rescheduled.

### **Code of Conduct**

Below is a list of general guidelines that we ask you to adhere to while on the property. Participants are expected to:

- Demonstrate respect for self and others, both human and animal.
- Demonstrate courtesy to others, both human and animal.
- Respect others' property.
- Behave in a responsible manner.
- Dress in accordance with the provided dress code.
- Comply with all reasonable requests made by trainers and/or other farm staff.
- Place the well-being, health, and safety of the animals, other participants, farm staff, and themselves above all other considerations.
- Maintain safe distances between horses, both on the ground and while riding.
- Arrive on time for their appointment

### **Important Guidelines**

- Do not enter a stall, pasture, or habitat without direct permission and supervision of a farm staff member.
- Animals may not be removed from stalls, pastures, coops, or houses without direct permission and supervision of a farm staff member.
- Food may not be given to any animal without the approval and supervision of a farm staff member.

- Please be respectful of others - Any shouting, yelling, or other disrespectful speaking addressed to the trainer, farm staff, or other participants by parent/guardian or child will lead to the immediate dismissal of you/ your child from the program without a refund.
- Not listening to farm staff and engaging in activities that may put animals and/or peoples safety at risk will result in participants needing to be restricted from certain activities and/or removed from the program without refund.
- Please arrive on time for your appointment. Participants who arrive late for their class forfeit those minutes and will not be allotted additional time or a partial refund for the time missed.
- Parents please be prompt when picking up your child from their class/camp. Students who are not picked up within 15 minutes of the end of class will be joining the after care program and an additional \$30 for child care will be charged.

### **Dress Code**

- Students participating in our riding programs must wear a ASTM/SEI certified helmet, fitted so it does not move when the rider's head moves with the straps adjusted snugly.
- Students in our riding programs must also wear closed toe shoes with a small heel, pants that will prevent rubs/pinching from the saddle, and shirts that cover the shoulders and can be tucked in.
  - Pony ride participants are only required to wear a helmet and closed toe shoes (no heel is okay)
- All participants interacting with animals must wear closed toed shoes.

### **Refunds, Rescheduling, and Cancellations**

You can cancel your class, course, or camp purchase and receive a full refund as long as it is 48 hours before the start date. If you are wanting to cancel within the 48 hour window, your appointment can be rescheduled.

Depending on the appointment, rescheduling can be done simply by emailing us at [info@threebirds.farm](mailto:info@threebirds.farm) or by going online and changing your appointment date.

Please give us as much notice as you can for rescheduling your appointment. Depending on the class, rescheduling made within 2 hours before your planned arrival time may result in an additional fee.

No call, no shows will result in forfeiting the amount paid for the class.

We have a satisfaction guaranteed policy, which means we will work with you to ensure your satisfaction. If you have any kind of issue with a service we performed, a digital product or a training class you received, please contact us within 3 days of participation and let us know the nature of the issue.

You can contact us at [info@threebirds.farm](mailto:info@threebirds.farm).

### Refunds

If a refund is necessary and approved by Three Birds Enterprises, LLC, you'll be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund too.

**Please sign and return this page to the farm after reading over the above information. Signing this page means that you and your child understand the following:**

- Appropriate conduct while on the property
- Appropriate riding attire (including a certified helmet, boots, and correct pants) is required
- Students agree to respect their trainers, fellow students, all animals on the farm, and equipment while on the property to the best of their abilities
- Parents are responsible for ensuring their child arrives on time for their class.
- Riding lessons will include both mounted and on the ground instruction. In the event the weather is too poor to ride in, ground only lessons will be conducted.
- Classes will be conducted rain or shine with the exception of dangerous weather conditions.
- Our rescheduling, cancellation, and refund policies

Participants Name:

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Participants Signature:

Date:

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Print Parent/Guardian Name:

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Parent/Guardian Signature:

Date:

