

Rider Policies

Late Rider Policy

If you/your rider arrives more than 15 minutes late to his/her riding lesson without adequate notice (at least five hours before the lesson), the instructor has the right to refuse service. This policy maintains the quality of the lesson, and ensures that it is not interrupted by late arrivals. This is also for the well-being of all riders and will ensure enough volunteers on hand for the safety of the lesson. Therefore, if you know you are going to be more than 15 minutes late to a lesson, please call the center and leave a message. Note that our office hours are Monday through Friday, 9 a.m. to 5 p.m.; messages left after hours will not be heard until the following business day.

Rider Cancellation policy

If a rider is unable to come to a group, semi-private or private class for any reason, the class will not be rescheduled. Please give as much notice of a cancellation as you can. Instructors and volunteers appreciate as much notice as possible when a rider is unable to come to class. This affects the lesson plan, number of volunteers, mounting order, horse usage, and many other dynamics in the class. It is not financially possible for PPTRC to provide makeup lessons for classes that are canceled due to rider illness, car trouble, vacations, etc.

PPTRC Cancellation

PPTRC reserves the right to cancel classes for any reason, particularly safety reasons. In the event a class is cancelled, the voice mail greeting will be changed to reflect which classes will be cancelled. The instructor will call riders and volunteers when a class is canceled; however if there is any question as to whether the class is being held, please call PPTRC at 495-3908 and listen to the message. Please keep in mind our temperature policy: Our baseline for making a decision about classes due to cold temperatures is 20 degrees. If it is below 20 degrees, but is sunny and the roads are clear, we may have class. If it is above 20 degrees, but is windy, cloudy or the roads are bad, we may cancel class. Because of the indoor arena, we are able to have classes when it is still cold outside. The instructor has the right to cancel classes at the last minute due to safety considerations. A credit for the following session may be given to qualifying riders.

Rider Discharge Policy

In the event that a rider exceeds the weight limit, has become sufficiently skilled and can be better served by another program, or whose condition or behavior has become a safety concern, a meeting will be set up with the Program Manager to discuss the change in status and determine whether the rider will be temporarily discharged from the program until the situation can be resolved, or permanently discharged. Staff and/or instructors may dismiss the rider at any time due to a safety issue. Continuation of a rider's participation will be pending the above mentioned meeting. PPTRC is not able to offer refunds to riders discharged from the program.

Registration Procedure

Registration packets will be posted on our website (www.pptrc.org) approximately one month prior to the start of each session. Packets include: cover letter, registration form, session schedule and other pertinent information. PLEASE READ THROUGH EVERYTHING CAREFULLY. Registration is on a first come, first serve basis – do not assume that your current slot will be held for you. Payment is due PRIOR to the session's start date. If another agency will be funding the lessons, letters stating the agreed payment must be submitted on the agency letterhead prior to registration. Rider Support Fund is available to qualified applicants (please contact the Office Manager for details).

Thank you for your interest in Pikes Peak Therapeutic Riding Center. If you are interested in joining our program, please contact PPTRC office. We will be glad to discuss with you our different opportunities and set up an appointment for you to tour our facility and discuss our policies and procedures. We look forward to meeting with you.

*Encouraging Independence and
Enhancing Lives in the greater
Colorado Springs area!*