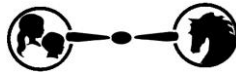


# Bit of Hope Ranch FAQ



**How long are the sessions?** Most sessions run 90 minutes.

**Who works with the child?** The child works with a trained volunteer for the activity portion of the session and a trained staff member for the horse activity portion of the session.

**What attire is required for the sessions?** Long pants and closed-toe shoes are necessary (*sandals and flip flops are not allowed*). Dressing in layers also keeps students warmer in the colder weather. Jewelry is also not recommended.

**How do I cancel an appointment?** Please call the Ranch office, **704 862-0095**, to give at least **24 hour** notice.

**Do you cancel sessions because of weather?** Because of our two covered arenas, we are still able to hold sessions during wet weather.

**Do I have to stay on site?** Yes, the guardian must be on site during the session. There are many areas to sit, walk and enjoy the Ranch while the child is in session.

**When is payment due?** Payment, **cash or check**, is due at the time of service.

**Are you an insurance provider?** We do not bill for insurance at this time.

**Are your records confidential?** Yes! Our client's records are strictly confidential and will not be shared unless given a guardian's written consent.

## **Ranch Rules:**

- 1. Please be on time for your appointment. If you need to cancel your appointment, please give at least 24 hours notice.**
- 2. Appropriate clothing must be worn by the participant to prevent possible injury.**
- 3. All participants must wear a helmet (we provide) when riding.**
- 4. Siblings are welcome as long as they are not a distraction and are supervised by an adult.**
- 5. No vulgar language is permitted.**
- 6. No smoking, drugs or alcohol is permitted on the premises.**
- 7. No minor is allowed by the pond unless accompanied by an adult.**
- 8. No one is allowed access into a stall or pasture unless authorized by the Bit of Hope staff.**
- 9. No feeding the animals unless authorized by the Bit of Hope staff.**
- 10. No pets please.**
- 11. No Running or loud play, as that can scare the horses.**
- 12. Please enter and exit the parking area and driveway slowly**
- 13. Bit of Hope Ranch reserves the right to remove a participant from a disrespectful, dangerous or nonproductive situation. Participants who present continual behavioral problems may be placed on probation or dismissed from the program.**

**I have read, understand and will comply with the above rules. I understand the rules above are for my safety, the animal's safety and for the respect of other participants.**

\_\_\_\_\_  
(Participant's signature)

\_\_\_\_\_  
(Date)