



Hidden Hills Ranch  
CLASS, FARM, AND HORSEMANSHIP ACTIVITIES  
Rules

- Drive slowly on the property - horses, small animals, and kids are often around.
- Always check in either at the barn or the main building upon your arrival.
  - Registration forms, which include a waiver and release, must be read, signed and returned before any activity on the ranch.
- NO personal dogs are allowed on the property.
- Due to the parking limitations and other activities scheduled at Hidden Hills Ranch, we ask that you drop off your child for any scheduled lessons/classes that are longer than 1 hour in length.
- DO NOT enter any gated enclosures, arenas, feed storage areas, or tack room without permission and/supervision of a staff member. All gates and stall doors are to be kept closed.
- NO animal handling without permission and/or supervision of a staff member.
- DO NOT feed the animals unless directed by a staff member. DO NOT throw anything into the animal's pens and cages.
- NO climbing, sitting, standing on stall doors, fences or gates.
- NO running around horses or riding areas.
- NO smoking, consumption of alcoholic beverages, or drugs on the ranch.
- DO NOT leave children unattended around the pond. The stones around the pond are not stable, so be careful.
- DO NOT throw rocks, sticks or anything else into the pond as it disrupts the habitat of our Koi fish and turtles.
- Always respect others.
- Classes and lessons are in session, so please use quiet voices and avoid going near lesson/class areas.
- All trash to be thrown into designated trash receptacles.
- When hiking on trails, stay on paths as many areas are unstable due to erosion and there is poison oak.
- You are responsible for your friends' and visitors' conduct and safety while on the property of Hidden Hills Ranch.
- Safety instructions and suggestions by a staff member are to be followed.
- Please park in the following designated parking areas:
  - Main Parking Lot-located by office.
  - Additional Dirt Parking-located to the left of the barn and lower dirt lot (half way up main driveway).



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Code of Conduct

Hidden Hills Ranch code of conduct is set in place to have standards of honesty, respect, kindness, and compassion for each other and the ranch property.

**Prohibited conduct under the Code includes but is not limited to:**

- Assaulting, harassing, intimidating, or threatening another student or group.
- Endangering the health or safety of others.
- Students and parents shall use respectful language. No foul or abusive language or gestures will be tolerated.
- Stealing, misusing, destroying, defacing or damaging Hidden Hills Ranch's property or property belonging to someone else.
- Disrupting Hidden Hills Ranch's activities with negative behavior.
- All staff members shall be treated with courtesy, cooperation, and respect. Interference or direct criticism of instructors, teachers, and staff members during lessons, camps, and classes is not allowed.
- Not adhering to the safety instructions and suggestions given by staff members.
- Physical or verbal abuse of an animal will not be tolerated.

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**For Hidden Hills Ranch students, the following disciplinary guidelines will be followed:**

- 1<sup>st</sup> step: Use of a verbal warning from teacher, instructor, or staff member.
  - Up to 3 verbal warnings.
- 2<sup>nd</sup> step: After 3 warnings, student is removed temporarily from class, lesson, or camp (with staff chaperone).
  - Sit with Director/staff member in office for a short period of time to discuss incident. If time remains, student is returned back.
  - All incidents and concerns discussed with parent/guardian at pick up.
- 3<sup>rd</sup> step: Student removed for the remaining portion of the day.
  - Parent/guardian will be asked to pick student up.
  - Teacher and/or Director discussion with parent.
  - All incidents and concerns, documented and signed by parent/guardian.
  - No reimbursement given for class, lesson, or camp missed due to student(s) behavior.
- If disruptive behavior persists after all above steps have been carried out, Hidden Hills Ranch maintains the right to remove the student from class, lesson, or camp for the remainder of the semester without reimbursement.

- **As a parent/guardian of a student at Hidden Hills Ranch, you, the enrolled student(s) and any other family members or your guest, are expected to adhere to the Hidden Hills Ranch Code of Conduct. Failure to do so can result in you and your family being asked to leave Hidden Hills Ranch property and can also jeopardize the participation of your student(s) in Hidden Hills classes, lessons, and camps.**
- **As a parent/guardian, it is your responsibility to inform HHR of your child's special needs and/or any behavior concerns prior to the beginning of lessons, classes or camps.**



Hidden Hills Ranch  
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**Tardy, Extreme Weather, Attendance, Cancellation, Attire,  
Health and Wellness, and Billing Policy**

*In order for Hidden Hills to run as smoothly and efficiently as possible, we have implemented the following policies so that everyone is clear on what is expected. Please know that we understand traffic, sick kids, and "life" happens. If ever "life" is affecting you and/or your child's participation, please email or call us...we are happy to help where we can!*

## **Tardy Policy:**

### Horse Lessons

- Private Lessons:
  - If your child is less than 15 minutes late, the instructor will focus on groundwork for that lesson. Riding may not happen, but will be at the discretion of the instructor.
  - If your child is more than 15 minutes late, the lesson will be cancelled.

### Semi or Group Lessons:

- If your child is less than 10 minutes late, the riding and the lesson may be cancelled, but will be at the discretion of the instructor.
- If your child is more than 10 minutes late, the lesson will be cancelled.

### Pony Lessons

- If your child is less than 10 minutes late, the instructor will focus on groundwork for that lesson. Riding may not happen, but will be at the discretion of the instructor.
- If your child is more than 10 minutes late, the lesson will be cancelled.

### Classes/Lil' Farmers

- If your child is late, please enter class space quietly, and the teacher will get the student up to speed as time allows.

### Piano Lessons

- If your child is late, he/she will receive the remaining time in their time slot.

## **Extreme Weather Conditions (Rain or Heat) Policy:**

### Horse & Pony Lessons

Extreme weather conditions at the ranch can provide opportunities for instructors to teach additional groundwork in order to build knowledge, horsemanship, and skills in horse care.

- Rainy days – If conditions are not rideable, and staff or instructors have not cancelled the horse or pony lesson, your child(ren) may focus on hands on horse knowledge in the barn breezeway, and possibly go through an education booklet during their 1-hour (or 30 minutes for pony) lesson.
- Area Heat – If conditions are not rideable, and staff or instructors have not cancelled the horse or pony lesson, your child(ren) will focus on groundwork. They will be learning techniques in bathing and horse care for their 1-hour (or 30 minutes for pony) lesson.

## Attendance Policy:

### Horse & Pony Lessons

Per semester:

- Students with 3 unexcused absences lessons during the semester will be dropped from the Horsemanship program; at the discretion of the instructor. The student can be added to the bottom of the waitlist for future lesson availability.

## Cancellation Policy:

### Horse & Pony Lessons

- **Parent cancellation**
- **Illness or emergency:** 2-hour advance notice required. Please communicate via email [classes@hiddenhillsranch.org](mailto:classes@hiddenhillsranch.org), or leave a voice message, or text the ranch cell # 831-663-6471. HHR will make every effort to reschedule this lesson. Make-ups are not guaranteed.
- **Scheduling conflicts, due to vacation plans, etc.** 1-week advance notice required. Please email [horselessons@hiddenhillsranch.org](mailto:horselessons@hiddenhillsranch.org) to receive **1 NON-PAID LESSON**. Make-ups are not guaranteed.
  - ***If you are a “no show” to the lesson, and do not give advance warning, your lesson will not be rescheduled and you will be billed.***
- **HHR cancellation** by a staff member due to inclement weather conditions, instructor illness, etc., will result in a make-up lesson. At the end of each semester, we will have an extra week to allow for make-ups as needed.
  - HHR will make every effort to schedule the make-up lesson.
  - Please note that your child may not get their regular instructor for the make-up lesson.
- HHR reserves the right to cancel any student’s lesson(s) for the day or for the remaining semester due to behavior issues (see conduct policy) or because of rider’s unwillingness to participate. Single day cancellations due to behavior issues will not get refunded. *These decisions will not be made suddenly or haphazardly and will include the parent(s)/guardian(s) full knowledge and involvement.*
- **If you wish to cancel your horse or pony lessons prior to the end of the semester, HHR requires 2-week advance notification. This must be communicated via email to [horselessons@hiddenhillsranch.org](mailto:horselessons@hiddenhillsranch.org) with confirmation from HHR that it was received.**

### Classes

- **Parent cancellation** of class because of student illness, vacations, scheduling conflicts, etc., will not be refunded and will not result in a make-up class.
- **HHR cancellation** of a class:

Due to the unique outdoor setting of our classes, inclement weather conditions or unforeseen staff emergencies may result in cancellation of a class session. Cancelled classes will not be refunded or result in a make-up.
- HHR reserves the right to cancel any student’s lesson(s) for the day or for the remaining semester due to behavior issues (see conduct policy) or because of student’s unwillingness to participate. Single day cancellations due to behavior issues will not get refunded. *These decisions will not be made suddenly or haphazardly and will include the parent(s)/guardian(s) full knowledge and involvement.*
- **If you wish to cancel the class after the first day of the semester, you will not be refunded for the class.**

### Lil’ Farmers

- **Parent cancellation** of class because of child illness, vacations, scheduling conflicts, etc., will not

be refunded. You are welcome to request a make-up on another day.

- **HHR cancellation** of a class by a staff member due to inclement weather conditions, teacher illness, etc., will result in an opportunity to attend another Lil' Farmers' class day.
  - Rescheduling based upon instructor availability.
- HHR reserves the right to cancel any child's class for the day or for the remaining semester due to behavior issues (see conduct policy). Single day cancellations due to behavior issues will not get refunded. *These decisions will not be made suddenly or haphazardly and will include the parent(s)/guardian(s) full knowledge and involvement.*
- **If you wish to cancel the lessons after the first day of the semester, you will not be refunded for the lessons.**

#### Piano Lessons

- **Parent cancellation** of a class because of student illness, vacations, scheduling conflicts with 24-hour notice will be rescheduled.
  - Rescheduling is based on instructor availability. In the rare event rescheduling cannot occur due to student or instructor availability the lesson will not be billed.
  - If you are a no show to the lesson, and do not give advanced warning, your lesson will not be rescheduled and you will be billed.
- **HHR cancellation** of a class by a staff member due to inclement weather conditions, teacher illness, etc., will result in a make-up class.
  - Rescheduling is based on instructor availability. In the rare event rescheduling cannot occur due to student or instructor availability the lesson will not be billed.
- HHR reserves the right to cancel any student's class for the day or for the remaining semester due to behavior issues (see conduct policy) or because of student's unwillingness to participate. Single day cancellations due to behavior issues will not get refunded. *These decisions will not be made suddenly or haphazardly and will include the parent(s)/guardian(s) full knowledge and involvement.*
  - **If you wish to cancel your piano lessons prior to the end of the semester, HHR requires 2-week advance notification. This must be communicated via email to [classes@hiddenhillsranch.org](mailto:classes@hiddenhillsranch.org) with confirmation from HHR that it was received.**

### **Attire Policy:**

#### Horse & Pony Lessons

- Proper attire must be worn for lessons;
  - Pants, shirts, and protective closed-toe shoes.
  - SEI-ASTM approved riding helmet which fits properly with an attached harness.
    - A safety helmet will be provided unless a client has his/her own approved helmet.
    - **A CLIENT MUST WEAR AN APPROVED HELMET WHENEVER MOUNTED ON A HORSE OR PONY. No exceptions.**

#### Classes/Lil' Farmers

- Proper attire is recommended for being outdoors:
  - Pants, shirts, jacket, and closed-toe shoes.

## **Health and Wellness Policy:**

The following Health and Wellness Policy will be strictly enforced, for the health, well-being and safety of all concerned.

- Please do not send your child to a lesson or a class if they have any of the following or have had them in the past 48 hours.
  - Fever, sore throat, rash, vomiting, diarrhea, earache, irritability, breathing trouble, swollen glands, loss of voice, hacking/continuous coughing, or excessive nasal discharge.
    - Fever: Fever is defined as having a temperature of 100°F or higher taken under the arm, 101°F taken orally (a child needs to be fever free for at least 48 hours, that means the child is fever free without the aid of Tylenol®, or any other fever reducing substance.)
    - Diarrhea: runny, watery, bloody stools, or 2 or more loose stools within the last 48 hours.
    - Vomiting: 2 or more times in a 24-hour period. Note: please do not bring your child if they have vomited in the night.
  - Frequent scratching of the body or scalp, lice, rash, or any other spots that resemble childhood diseases, including ringworm.

\*It is your responsibility to notify Hidden Hills Ranch if your child has a communicable disease, exposure to, or infestation such as: covid, measles, mumps, chicken pox, or head lice.

**\*\*HHR does not require vaccinations for students, families, volunteers, or staff.**

## **Billing Policy:**

### Charter School Payees:

- HHR will bill according to your charter school policy.

### Private Payees:

#### Horse & Pony Lessons:

- HHR will bill at the beginning of each month, for the upcoming month of lessons.
- Payment is to be remitted within 10 days.

### Classes and Lil' Farmers:

- HHR will bill the full amount at the beginning of each semester for the class you have registered for. Payment must be paid in full when invoice is due.

### Piano Lessons:

- HHR will bill at the beginning of each month, for the previous month of lessons.
- Payment is to be remitted within 10 days.