

# Horseback Ride Reservation Terms of Service

**Note: Your reservation is not complete until this form is received and you've made your deposit by phone.**

## Prices and Fees

- \* 1-hour rides are \$40/person. (This is the first increase in 23 years.)
- \* 90-minute rides are \$50 and only available at the Pinckney location.
- \* The total cost of the ride will not be reduced if fewer riders attend. Because horses must be saddled and rested prior to each ride, the stables are unable to recover the cost of a reserved horse if a rider fails to attend. For example, if a ride is reserved for four people, and only three arrive, the total cost of the ride will remain \$160 (for a 1-hour ride).
- \* Credit and debit cards are charged a 4% processing fee.

## Weight, Age and Attire Restrictions

- \* Riders must weigh no more than 240 pounds. You will be weighed. (This restriction is lower than in previous years to ensure the safety of the horses.)
- \* Riders must be at least 42" tall.
- \* Riders must be at least 6 years of age.
- \* Riders must wear closed toe shoes, preferably with a heel.

## Timeliness

- \* All riders must be present 20 minutes prior to the start of the ride; 30 minutes for groups larger than 7 riders.
- \* In order to maintain our schedule and provide a full hour ride, failure to arrive on time for any reason will result in cancellation of the ride with no refund.
- \* It is the responsibility of the rider to confirm the location of the ride at either the Pinckney or Waterloo location. Visit our locations page for the most accurate address and GPS directions.
- \* Traffic or construction delays resulting in a late arrival will result in cancellation of the ride with no refund. Visit the MDOT website for information.

## Required Safety Lesson

- \* All riders must complete the mandatory safety lesson prior to the ride.
- \* The lesson is currently delivered in English only. Non-English speakers or others unable to see and hear the lesson are required to provide a translator.
- \* Riding horses is unlike a mechanized ride and the safety of our riders and horses can only be guaranteed by strict adherence to all safety procedures and wrangler instruction.

## COVID-19 Compliance

- \* All riders must comply with CDC and OSHA guidelines.
- \* You must have a reservation prior to entering the stables or grounds.

## Code of Conduct

- \* All riders and guests must conduct themselves in a safe, orderly and non-combative manner at all times. Instructions from wranglers or staff must be followed.
- \* No smoking or vaping.
- \* In order to maintain the safety of horses and riders, intoxicated riders will forfeit the ride with no refund.

## Photo Policy

- \* Cell phones must be safely stowed in a pocket or left in the car. Both hands must remain on the reins at ALL TIMES during the ride.
- \* At the conclusion of your ride, your wrangler will take individual and group photos using your phone.

## Refund/Cancellation Policy

- \* 24 hours notice is required for any reservation changes or cancellations.
- \* Weather is always a factor considered for refunds. We cannot operate in thunder and lightning.

By signing and dating this form, you are accepting and agreeing to the terms and policies of your reservation. No Refunds!

# Horseback Ride Reservation Terms of Service

Name\*

First

Last

Address\*

City

State

Zip Code

Country

Phone\*

Email\*

Reservation Date\*

Reservation Time\*

Number of Riders\*

Indicate the number of riders. The total cost of the ride will not be reduced if fewer riders attend.

Appointment Location (Pinkney or Waterloo)\*

By signing and dating this form, you are accepting and agreeing to the terms and policies of your reservation. No refunds.\*

I agree to the terms of service outlined above.

Signature\*