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# New Student's Fact Sheet

## Welcome!

Welcome to Tandivale Equestrian Centre & Pony Club. We hope you will enjoy your time with us and take away many fun memories, as well as an appreciation for and enjoyment of our equine friends.

The format of our programs can be found on our website. You should familiarise yourself with the program you're enrolled in as it will help with your orientation. Please arrive 15 minutes early on your first day so we can verify your paperwork and payment status.

## Safety First

Safety is of utmost importance when working with or around horses. No matter how well trained our horses are, accidents may still occur due to the unpredictability of animals especially if they are frightened, hurt or confused. Additionally, a student's lack of skill, balance or lapse in concentration can result in a fall or injury on the ground.

At Tandivale we take every precaution to ensure our students are well versed in appropriate behaviour around the horses and yards. We ask that parents reinforce the safety aspect of this sport with their children. If you'd like to know more about safety at Tandivale please speak to staff.

## Your Enrolment

Students are allocated to a class and attend that class (on their scheduled day & time) each week for the duration of the term. Please read our Booking & Payment Policy and note our absence/cancellation policy. Horse riding is an all-weather activity and we do expect students to attend their lessons, suitably dressed, regardless of the weather. Our riding program will be modified as necessary to ensure the comfort and safety of horses and students. If we ever need to reschedule classes we'll inform you as soon as practical.

## Pony Club Membership

Tandivale Equestrian Centre is affiliated with Pony Clubs Association of Victoria providing an extensive "riders without horses" program. Pony Club memberships are available through us – talk to us about how you will benefit from being part of one of the largest youth organisations in Australia!

## Competency Recognition

We operate an *optional* program for gaining certificates as a way of recognising a student's progress. Students apply for assessment when they and their instructors are confident they meet the requirements of each level. Our instructors are always available to provide guidance in this regard. You can find more information on our website, or speak to staff if you're interested.

**We look forward to seeing you at Tandivale.**

**Don't forget your Medical Armband!**

## Checklist

### What to wear

- Long pants - jodhpurs, jeans, tracksuit pants, trousers.
- Sleeved shirt. Short sleeved polo and t-shirts are acceptable.
- Enclosed footwear with a heel. Riding boots, normal boots, gumboots, school shoes are acceptable. No runners/sneakers.

### What to bring

- Water bottle.
- Sunscreen & hat during the warmer months.
- Waterproof jacket for inclement weather.

### Keeping in touch

- Visit our website.
- Like us on Facebook!
- We use email extensively, check that our emails aren't in your junk folder!

Please ensure your property is clearly named. Unclaimed property is donated at the end of each term.

We have a large selection of approved safety helmets available to borrow and a smaller selection of boots which may or may not fit, so please attempt to provide your own suitable footwear.

**PROVIDING COMPREHENSIVE  
EQUESTRIAN EDUCATION SINCE 1976**

## Lunch for Day Programs

We provide lunch for day programs (Sundays) and can cater for vegetarians. If allergies are an issue or special diet, ie. Gluten free is required, students are recommended to supply their own lunch/snacks.

## Medical Armbands

All students are required to wear a medical armband when they attend, unless their emergency contact remains onsite at Tandivale for the duration of the class. Armbands can be purchased from the office and the medical form can be downloaded from our website.

## Ambulance Membership \$80pa (Family)

We strongly recommend each student is a member of Ambulance Victoria as all costs are your responsibility even if the ambulance is called by Tandivale. The standard "call out" fee is approximately \$800 and the price increases if the patient needs to be transported.

## Recommended Gear

We recommend each student equips themselves as best as possible to ensure optimal riding outcomes.

- Helmet: correctly fitted and made to Australian standards.
- Boots: Protection for feet and designed to not get caught in stirrups.
- Jodhpurs: Prevent chafing. Various designs help riders to 'stick' to saddles.
- Chaps: Assist in keeping the lower leg still.
- Gloves: Assists in maintaining contact with the reins.

A discount voucher for Horseland Ringwood is provided to new students to assist the fit out! Staff at Horseland will be more than happy to assist you choose the correct gear.

Please debit my  Visa  Mastercard

Card Number                      Expiry   /

Amount \$ \_\_\_\_\_

Student Name \_\_\_\_\_

Cardholder Name \_\_\_\_\_ Cardholder Signature \_\_\_\_\_

DIRECT DEPOSIT TO WESTPAC BSB 033005, ACCOUNT 399699

## Our competency recognition program enables students to seek rewards for their development through the attainment of progressive certificates

Our program enables students to seek rewards for their development through the attainment of progressive certificates and it also provides transparency to parents/guardians with regard to their student's progress, particularly for those who don't have a "horsey" background. Each certificate requires the student to show competency in 3 areas:

- *Theoretical knowledge – everything from identifying parts of the horse and equipment to correct conformation, first aid, nutrition and health management.*
- *Practical experience – The demonstration of knowledge through application for example, catching a horse, assembling a bridle, saddling a horse.*
- *Riding skills – Consistently and accurately executing a ridden activity to an acceptable standard, showing good control of the horse at all times.*

### The program is optional

Whilst we'd be happy for all students to progress through the program we understand that not everyone will be motivated to do so. We will encourage but not pressure students to go down this path. For us it is most important that students enjoy their time here rather than it becoming a chore. Regardless of whether students attain the certificates, they have the opportunity to learn and consolidate their learning, every time they visit!

### We'll advise when students are ready for assessment

Once instructors are confident students regularly & reliably meet all the criteria of a certificate, students will be advised they may apply for an assessment. This must be done by Week 7 in order that the assessment can be conducted in the current Term. Print and submit the Certificate Assessment Request form to your instructor or scan and email to us.

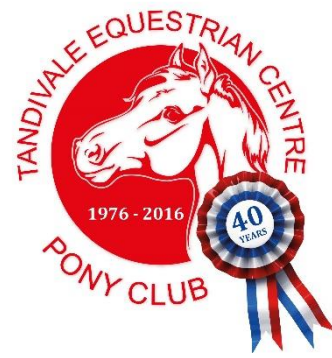
### One assessment will take place per term

As this program is not mandatory we do not wish to over-burden our schedule with assessments. Therefore students will have one opportunity to be assessed per Term, as part of the last or second-last scheduled lesson. Assessment requests received after Week 7 will be considered for the following Term. Students not participating in an assessment will not be disadvantaged in any way.

### Learning about horses and riding well, is a life-long pursuit

Whilst developing knowledge about grooming tools and parts of a saddle will come quickly to most students, developing the practical and riding skills to an acceptable level takes a lot of time and repetition as well as good coordination, control and balance for riding. It's therefore important to accept that progress can't be time-boxed and students may not progress by a certificate every Term. Rather, the rate of progress is entirely dependent on the student's own personal development and cannot be rushed.

The promise of "Comprehensive Equestrian Education" is more than just a by-line; It's our core philosophy and informs everything we do



## For Parents

Our Term Programs are carefully constructed to equip students with the necessary foundation for a safe and successful introduction to horse riding. As a student's skills develop we structure lessons to systematically build on that foundation with a view to producing students who are competent in all the fundamental aspects of horse riding and horse care.

To help students gain the most from their experience at Tandivale there are some things that parents can be aware of, to help along the path.

### Students learn and progress at their own pace

Horse riding is an activity for which you can apply theory, however practice is the key. Not everyone has an innate sense of balance or rhythm. Our instructors are skilled at approaching learning barriers via many different methods. A 'break through' moment is always just around the corner. Encourage patience and persistence.

### Students will not always ride the same horse or pony

Each animal is as individual as we are and therefore has at least one valuable lesson to teach their rider. Instructors will carefully select mounts based on rider ability and the outcomes they wish to achieve from the lesson. A more challenging horse or pony may create some initial frustration, particularly if your student has been comfortable on another. Mastering horses and ponies of different temperaments is crucial for rider safety and development. We also strive to foster a sense of achievement when students are able to rise to a challenge. Encourage your student to be open to these challenges!

### Discourage comparison with other students

Students may be told, or perceive, that others are galloping, jumping, or riding bigger or better horses than they are. This is invariably untrue. Tandivale staff network with all reputable riding establishments in the area and our instructors teach, officiate and/or compete across all the equestrian sporting bodies in Victoria. Your student is assured to be progressing at the appropriate rate for their age and level of ability. Help your student focus on the positive outcomes of their lessons.

### Encourage students to have empathy for the horses

The best students are those who show real empathy for the horse. They understand they need to find ways to motivate the horse in a respectful manner and look at their own behaviour first when things don't go to plan. In general, horses are blameless as they simply react to what's happening at any point in time, be it physical (ie. unbalanced rider) or a rider's emotions & attitude which can get in the way of the horse understanding what's being asked. Remind students that horse riding is a **very special privilege** that is quite a lot more complex than it initially seems!



## Booking & Payment Policy

Effective from 1 December 2016

### Term Bookings: Group Lessons & Semi-Private Lessons

- Lessons are purchased in a block of sequential weeks determined by the Victorian school term dates (Term Bookings/Term Enrolments).
- Students are allocated to a class scheduled for a certain day and time, and are expected to attend their lesson each week or fortnight, as applicable, for the duration of the term.
- Term Bookings must be paid in full by the dates specified, or by agreed instalments offered from time to time.
- No refunds are provided to students who cancel a Term Booking once the term has commenced.
- Students whose accounts are in arrears may not be allowed to participate in activities until their account is resolved.
- Students providing a medical certificate for an absence are entitled to one (1) lesson credit per term. Tandivale applies best efforts to offer students classes that are similar in format and content to the student's regular class, subject to availability.
- Students purchasing less than the full term of lessons are not entitled to a lesson credit.
- The onus is on the student to make use of the lesson credit.
- Lesson credits cannot be carried over to the next booking period (Term or Holiday Program) and may not be used to attend special events, eg. Gymkhana.
- Lesson credits are not available to students whose accounts are in arrears.
- No refunds are available for missed classes, including where lesson credits were unable to be used for any reason.
- Short-payment for missed lessons is not accepted.

### Term Bookings: Private Lessons

- Tandivale will apply best efforts to reschedule private lessons with <48 hours notice by the student, subject to availability. One (1) reschedule opportunity is available per term. The reschedule day/time offered may be a semi-private or group lesson, whichever is available, with no adjustment to price.
- No refunds are available for missed lessons, including where a reschedule was unable to be arranged, for any reason.

### Casual Bookings: Private and Semi-Private Lessons

- Payment must be received at least 1 week prior to the booking.
- Payment is forfeited for lessons cancelled with less than 48 hours notice.

### Holiday Program

- Payment is forfeited for bookings cancelled with less than 24 hours notice.
- Bookings cancelled within 48 hours of the scheduled date are subject to a \$50 cancellation fee.

### Birthday Parties

- Parties cancelled within 1 week of the scheduled date are subject to a \$75 cancellation fee.

### Waiting List

- A deposit equivalent to the casual rate is required to accompany waiting list applications (optional).
- Once a place is offered and accepted the enrolment fee (minus the deposit) is payable prior to or on the first scheduled attendance.
- The deposit is forfeited if the placement offer is declined.
- The deposit will be refunded on request if Tandivale is unable to offer a place within 6 months.

### Payment Options

**In person:** Cheque, EFT/cash, Visa and Mastercard.

**By phone or credit card authorisation form:** Visa and Mastercard.

**By mail:** Cheques payable to 'Tandivale Equestrian Centre'

**Direct debit:** BSB 033005, account 399699. Use student's surname as the transaction reference.

88 Johansons Road  
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 Melways Ref 35 K4  
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 0488244420  
[tandivale@hotmail.com](mailto:tandivale@hotmail.com)  
[www.tandivale.com](http://www.tandivale.com)



## STUDENT ENROLMENT

Student's Name		Date Of Birth	
Postal Address			Post Code
Phone – Home		Phone - Mobile	

### *If student is under 18*

Person responsible for enrolment			
Phone – Home		Phone - Mobile	

*We rely heavily on email for communication of term schedules, events, reminders and other enrolment queries. Please provide a valid email address and let us know of any changes during the course of your enrolment.*

Email	
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*Our Booking & Payment Policy is published on our website and displayed in our office. Tandivale Equestrian Centre accepts your enrolment subject to this policy. Your signature below indicates you have read and agree to the enrolment conditions.*

Signature		Date	
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**PCAV Membership (pls circle)**

**Yes / No**

*Pony Club membership is an annual membership and in addition to Tandivale Equestrian Centre enrolment fees.*

<b>How did you find out about us?</b>		
<input type="radio"/> Google	<input type="radio"/> Yellow Pages	<input type="radio"/> Friend
<input type="radio"/> Saddlery/Feed Store	<input type="radio"/> School newsletter	<input type="radio"/> Facebook
Other? _____		

# TANDIVALE EQUESTRIAN CENTRE

88 Johansons Road, Warrandyte, 3113

Ph. 9844 3882

ABN 52 151 958 440



## RELEASE OF LIABILITY, WAIVER OF LEGAL RIGHTS AND ASSUMPTION OF RISK SIGNATURE FORM

### DESCRIPTION OF ACTIVITIES

The RIDER acknowledges that horse riding is an inherently dangerous activity that no amount of care, caution, instruction, or expertise can totally eliminate. The RIDER recognizes that there are risks specifically associated with the activity, some of which include the unpredictability of animals, especially if they are frightened, hurt or confused no matter how well trained they are, the remoteness of the areas in which the ride takes place, sudden and unexpected changes in weather, physical exertion for which the RIDER may not be prepared and RIDER'S lack of balance or lapse in concentration that may result in serious injury, death, loss or damage.

### REQUIREMENTS

- The RIDER must disclose any pre-existing medical or other condition that may affect or cause the RIDER or any other person to suffer injury, loss or damage.
- The RIDER acknowledges that the PROPRIETOR relies on the information provided by the RIDER and the RIDER states that all such information is accurate and complete.
- The RIDER understands the dangers associated with the consumption of alcohol or any mind altering substances before or during a ride, and the RIDER accepts full responsibility for injury, loss or damage due to the RIDER'S consumption of alcohol or any other mind altering substance.
- The RIDER agrees that the PROPRIETOR has explained that they will obey and will comply with all the rules and directions given by the PROPRIETOR in connection with the ride. In particular, the RIDER has been advised they must wear an approved helmet at all times during the ride. If a RIDER fails to comply with the PROPRIETOR'S rules and/or direction, the RIDER will not be permitted to ride or continue to ride, and no refund will be given.
- The RIDER accepts all risks associated with the activity, including the possibility of injury, death, loss or damage.
- The RIDER agrees to indemnify the PROPRIETOR against all claims by them or any other person against the PROPRIETOR in respect of any injury, loss or damage arising out of or in connection with the RIDER'S failure to comply with the PROPRIETOR'S rules and/or direction.
- The RIDER agrees and acknowledges that, to the extent permitted by law, the PROPRIETOR shall not be liable for any injury, loss or damage suffered by the RIDER or by any person arising from or in connection with the RIDER'S participation in the ride, whether such injury, loss or damage was caused directly or indirectly by the negligence of the PROPRIETOR or otherwise or by the PROPRIETOR'S servants or agents. The RIDER hereby releases the PROPRIETOR from all such claims, and indemnifies the PROPRIETOR against all claims made by or on behalf of any other person.
- All accidents, injuries, loss or damage must be reported by the RIDER to the PROPRIETOR before the RIDER leaves the PROPRIETOR'S property.
- If the RIDER suffers injury or illness, the RIDER agrees that the PROPRIETOR may provide evacuation, first aid and medical treatment at the RIDER'S expense and that the RIDER'S acceptance of these terms and conditions constitutes the RIDER'S consent in such evacuation, first aid and/or medical treatment.
- **Right to Use Image:** In participating in the PROPRIETOR'S activities, the RIDER grants permission to PROPRIETOR, the right to use RIDER'S physical likeness without restriction in any promotion or promotional material created by or for PROPRIETOR'S programs or events. The RIDER accepts that no fee or remuneration will be provided for the RIDER'S appearance in related promotions, and the RIDER grants unlimited use of the RIDER'S image for this purpose only.
- The RIDER represents that this release of liability, waiver of legal rights and assumption of risk shall continue in full force and effect for so long as the RIDER engages in horse riding activities which are in any way connected to or with the PROPRIETOR.

### If the RIDER is a CHILD/MINOR:

The PARENT/GUARDIAN understands and has explained to the CHILD/MINOR the contents of this document and the PARENT/GUARDIAN accepts full responsibility and indemnifies the PROPRIETOR from any injury, loss or damage sustained or otherwise, in accordance with this document.

**I ACKNOWLEDGE THAT I HAVE READ THIS RELEASE OF LIABILITY, WAIVER OF LEGAL RIGHTS AND ASSUMPTION OF RISK SIGNATURE FORM AND THAT IT HAS BEEN EXPLAINED TO ME, THAT I FULLY UNDERSTAND ITS TERMS AND THAT I HAVE GIVEN UP SUBSTANTIAL RIGHTS BY SIGNING IT. I SIGNED THE DOCUMENT FREELY AND VOLUNTARILY AND INTEND MY SIGNATURE TO BE A COMPLETE AND UNCONDITIONAL RELEASE OF ALL LIABILITY TO THE GREATEST EXTENT ALLOWED BY LAW.**

### ALL SECTIONS MUST BE COMPLETED

<b>RIDER'S Name</b>		<b>PARENT/GUARDIAN'S Name (If RIDER is under 18)</b>	
<b>Signature</b>		<b>Signature</b>	
<b>Date</b>		<b>Date</b>	



