

POLICIES



CARLISLE ACADEMY
at Spring Creek Farm

These policies exist to maintain a safe and professional environment. **PLEASE REVIEW THESE POLICIES CAREFULLY.**

THERAPY CENTER ENROLLMENT PROCESS

There are additional steps that students must meet before we can enroll them in our program.

1. The first step is to contact the Head of School at Carlisle Academy to discuss space availability and program suitability (207-985-0374, info@carlisleacademymaine.com).
2. We will determine eligibility and assist with the necessary paperwork including insurance benefits and other funding resources as needed, including scholarships through our charitable partner, the Carlisle Charitable Foundation.
3. An intake and farm tour will be scheduled with the appropriate Carlisle staff to establish the suitable program type in therapy, sports, or experiential education.
4. Once the enrollment material is completed, the student/agency is enrolled in an upcoming session or placed on a waiting list. No student may begin at Carlisle until the necessary paperwork is received.

TUITION PAYMENTS & CREDITS

PAYMENT POLICY

- Tuition is based on a per diem fee or the full session, as indicated on the tuition sheet.
- Students receiving a CCF award must pay their balance before the start of the session.
- All agencies/schools are billed monthly, unless other contract terms have been established.
- If a student is unable to pay the balance in the time requested, a payment plan will be established with the office.
- A student may not enroll in another session until their balance is paid in full, or it is established that their payment plan extends beyond this time frame.
- Carlisle Academy is an out-of-network provider for all insurance policies. Families will be provided with a packet of information on how to file their own claims.

REFUND AND CREDIT POLICY

Students who sign up for a weekly group time or private lesson are reserving that scheduled time, and therefore will be responsible for payment. In order to avoid being charged for a missed lesson, cancellations require a 24-hour notice to Carlisle staff, unless there is an excused absence. Student tardiness or failure to show for personal reasons will be at the student's full expense.

Refunds or credits are available under the following circumstances:

- Cancellation is initiated by Carlisle Academy. (weather, staff or equine illness). Please note: Severe weather (thunder/high wind) may force us to cancel the mounted portion, however we proceed with an unmounted activity as deemed appropriate.
- Student withdrawal due to medical reasons or a short-term reported illness, communicated to Carlisle staff.

Please note: Students who receive tuition support from other sources will receive lesson credits or refunds based upon the percentage of tuition per payer. Carlisle Charitable Foundation scholarships will be credited back to the Foundation within that session for unused lessons or excused absences.

DISCOUNTS/PRO-RATIONS

- Students/Interns who also participate as a sidewalking Apprentice within the allotted time (see Apprentice Program) will receive a 10% lesson discount.
- No discounts apply to students enrolled in CCF-sponsored agencies or individuals.
- For multiple family members enrolled per session, a 10% discount will be applied to the second member's balance (or the lesser amount) after other forms of tuition support have been accounted for.
- No further discounts are applied to pre-paid lesson packages (already discounted) with the exception of a multiple family discount (see above).
- Discounts and pro-rations only apply to a student's balance, and not portions paid by other parties (e.g. insurances, a foundation).

SAFETY

- Students are required to wear riding helmets during all mounted portions of their lessons. Carlisle Academy provides students with a properly fitted ASTM-SEI approved riding helmet. Students who wish to use their own helmet must present it to a staff member for approval. The helmet cannot be more than 5 years old and must bear the ASTM- SEI certified seal.
- All saddles are equipped with breakaway safety stirrups. Students using stirrups are encouraged to wear riding boots or hard-soled shoes with a heel. Students participating in hippotherapy may wear sneakers.
- Each program list the attire needed per the activity.
- We have waiting areas adjacent to the arenas, and waiting areas outside the lesson barn. Please use these areas and do not congregate in the lesson barn where horses are being prepared for lessons. If you arrive early, please yield to a lesson in progress. Your child or client must be supervised at all times, outside of lesson times. If your child is dropped off/picked up, please communicate with staff regarding their arrival and departure.
- If you bring another child/client with you, they must be supervised by you at all times. There is an outside swing set and toys in the viewing room available to children.
- Anyone taking pictures must first seek permission from all parties in the arena or barn. This includes our staff, volunteers and other riders.
- Safety Around Horses:
 - No one other than Carlisle Academy staff are allowed into horse pastures.
 - Equine vision is unique and items such as umbrellas, balloons, kites or quick and sudden movements outside of the ring can frighten our horses. Our horses are service animals and they are in service when they are wearing a bridle or halter. Please do not touch or speak to a horse unless you have been told you may do so.
 - Normal voices must be used around our horses and yelling and screaming may scare them.
 - Treat Week! Do not hand feed our horses. The last week of each session is “Treat Week” and you may bring carrots or apples at that time.
 - The Academy is also a working farm, which means there is often heavy equipment in use and other livestock (sheep, chickens, draft horses) kept on the property. Please be cognizant of these activities when moving about the farm.
- Carlisle Academy reserves the right to dismiss from the center any guest who becomes disruptive, does not adhere to the program’s policies or creates a safety concern for people or horses.

GENERAL INFORMATION

- A unisex, handicapped accessible public toilet is located on the farm property.
- Smoking is not allowed on the farm property. If you see someone smoking, please let us know.
- Handicapped parking signs are located near the arenas and lesson barn.
- Do not send riders if they are ill.
- All service and personal dogs must be on a leash while on the property.

STUDENT DISMISSAL & DISCHARGE POLICY

It is at the discretion of Carlisle Academy’s Head of School to accept or remove a student from the program. Students who do not adhere to the rules and procedures or cease to meet the guidelines for eligibility are subject to dismissal or discharge.

Possible grounds for dismissal or discharge may include, but are not limited to:

- Conduct endangering another student, staff, horse, or themselves.
- Consistent failure to follow safety procedures with respect to the horses.
- Exceeding rider weight restrictions per each activity, impacting equine safety and health.
- Excessive high or low tone, excessive postural sway/unbalance while riding.
- Inability to provide the rider with safe and sufficient support from sidewalkers.
- A change in medical condition should it be determined that it is no longer safe or beneficial for a rider to continue.
- Continued failure to show up for scheduled time or excessive lateness.
- At the discretion of a therapist in hippotherapy, the student has either met all therapy goals, or is no longer showing adequate progression towards goals. Prior to discharge the therapist would meet with the student/guardian/caregiver to review rationale and offer recommendations which may include a transition to another Carlisle program if appropriate.