



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

THERAPY CENTER ENROLLMENT INFORMATION & PROCESS

- The Therapy Center operates annually from March through October, with two 16-week terms divided between the 8 months, noted as *Term 1* and *Term 2*.
- The first step in enrollment is to contact the Carlisle Academy office to discuss space availability and program suitability (207-985-0374, info@carlisleacademymaine.com). The enrollment documents will be reviewed at that time as well.
- If the program is suitable and there is an opening in an upcoming term, Carlisle will schedule an intake and farm tour with the appropriate Carlisle staff therapist.
- Registration and scholarship deadlines are listed on the annual calendar, typically one month prior to the start of a term. All required documents are due at this time.
- Notification of scheduling and scholarship availability will be given two weeks prior to the start of a term.
- Carlisle maintains an ongoing waiting list and makes every effort to move clients off the waitlist as program capacity allows.
- The therapy center is a closed enrollment process, as it adheres to set terms and registration deadlines. Once the registration closes for a term, the waitlist defers to the next term.

PAYMENT POLICY

- Tuition is based on a per diem fee or on purchased 6-week packages, as indicated on the tuition sheet.
- Therapy Center clients may be eligible for up to *two* 6-week CCF-funded packages of equine-assisted services per term. That equals 12 weeks out of 16 weeks of potential scholarship funding. A co-pay applies and must be received prior to receiving services. Details are listed on the tuition page. A remaining balance within the term can be paid privately or with alternative granting sources.
- Clients may opt out of certain months within a term by indicating so on their enrollment form, but scheduling preferences will be given to fully enrolled clients within the term.
- All agencies/schools are billed monthly unless other contract terms have been established.
- A student may not enroll in another term until their balance is paid in full.
- Carlisle Academy is an out-of-network provider for all insurances 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 illnesses, 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.