

## 2025 We Can Ride Class Enrollment and Policies

### Enrollment Requirements:

Clients will not be enrolled in classes until all paperwork is submitted online. Registration fees and deposits will be billed once a session is assigned.

### Class Availability:

Classes fill for the entire year on a “first come, first serve” basis. It’s best to request all desired sessions when updating information.

### 2025 Session Overview:

- Winter: 6-week session
  - Spring: 9-week session (includes a break)
  - Summer: 9-week session (includes a break)
  - Fall: 10-week session (two breaks, depending on the day)
- Refer to the payment policy for pricing details.

### Registration Steps:

1. Log In: Use your primary contact email to log in. If you forget your password, reset it via the provided email link.
2. Update Details: Update main information (address, guardian, weight, etc.).
3. Complete Forms: Fill out all forms under the “Forms” tab, including medical history. Do not upload outdated or blank forms.
4. Class Selection: Choose sessions and list your preferences under the “Classes” tab. Clients will be marked as “requested” until paperwork is complete. The Program Director will assign classes, and a confirmation email will be sent upon enrollment.

### Medical History Submission:

Medical history forms must be faxed from the doctor’s office and uploaded under the “Forms” tab once received. If you have not been notified of receipt, please follow up.

### Class Assignments:

Classes are assigned based on client level and preferred times (Levels 1-5, specialty OT/SLP/PT, or ground lessons). For private or semi-private options, refer to the schedule or contact the Program Director.

### Invoicing:

Invoices will be sent by the Finance Manager ([finances@wecanride.org](mailto:finances@wecanride.org)) at least one month before your session. Payments must be made at least three weeks prior to the class start date to avoid removal from the class.

### Absence Protocol:

1. For known future absences, call the office at (952) 934-0057.

2. For last-minute cancellations or tardiness, contact the instructor line at (612) 268-2731.

### **Policies and Procedures:**

1. Loss of Class Participation: Clients may be removed for more than two no-shows, unpaid balances, incomplete paperwork, or contraindications from instructors/therapists.
2. Annual Registration Fee: A non-refundable fee of \$82 is required.
3. Cancellation Policy: Cancellations must be made at least 30 days before the session starts. If canceled later, a \$150 deposit will be retained. All fees for the entire session are non-refundable if attendance stops mid-session.
4. Confidentiality: We Can Ride adheres to state and federal confidentiality laws. All parties must follow these guidelines.

### **Login Information:**

Log in using your primary contact email with the format: your-email@wecanride.org.wecanride. For password resets, use the provided link immediately as it expires after 24 hours.

### **Database Assistance:**

If you encounter issues, contact us with details. Avoid creating additional accounts, as merging them can cause delays.

### **Policy Updates:**

Refer to the Hippotherapy and Therapeutic Riding Guidelines for updates. All documents are available under the “Forms” tab in your account.

### **Aging Herd Notice:**

We are seeking new horses for programming, but may adjust weight limits or riding days due to a limited number of horses that can carry heavier weights.

### **Weight Check:**

Newly implemented weight check will begin in 2025. This will require a rider weight check with riding attire on at the beginning of each session. Please see the “Weight Check” attachment for more details. This will also be added to your account on Salesforce.

### **Aging Out for Level 1-2 Clients:**

Clients in Level 1-2 will automatically age out of the program when they turn 18 years old. Clients who started prior to 2024 will be grandfathered in.

### **New Weight Limit Policy:**

We have implemented a new weight limit for clients. However, clients who started prior to Spring 2024 will be grandfathered in under the old weight limit.