



Triple R Ranch Horsemanship Handbook

Updated: August 5, 2022

About Us.....2

Horsemanship Philosophy

Contact Information

Getting Started.....3

How to Register

Forms

Date and Time Placement

Cancelations and Inclement Weather

Discounts

Payments

Proper Attire.....6

Boots

Clothing

Headgear

When rider arrives.....7

Parking

Arrival

Parents observing

Map

About Triple R Ranch

Triple R Ranch Horsemanship Philosophy

When Triple R Ranch opened its gates for the first time, horses were an integral part of the plans. The goal of horseback riding at Triple R Ranch is to equip all horse enthusiasts with not only foundational riding skills but also well-round horsemanship knowledge and skills. All riders begin at the foundations level and build upon their skills over the course of time.

Contact Information:

Website: www.triplerranch.org

Registrar Email: camp@triplerranch.org

Office phone: (757) 421-4177

Fax: (757) 421-4178

Address (office and camp property): 3531 Bunch Walnuts Rd, Chesapeake, VA 23322

Hours of Operation

Saturday group lessons (classes occur in increments): 9:00 AM – 4:00 PM

Friday group lessons: 4:30 PM – 6:00 PM

Thursday group lessons: 4:00 PM – 5:30 PM

Wednesday group lessons: 4:30 PM – 6:00 PM

Office Hours (summer): Monday – Friday 9:00AM – 5:00PM

Office Hours (fall through spring): Tuesday – Saturday 9:00AM – 5:00PM

Lessons continue, even if the office is closed. Please check the website for the exact dates the office hours change for each season and holiday.

Holiday Policy

Triple R Ranch is providing lessons every day during the session period that is listed online and on the registration form. If the lesson falls on a holiday and/or holiday weekend, the dates where there will be NO lessons, the dates will be listed online and the registration form as “except” and the lesson dates will extend to include eight (8) lessons in every session.

Getting Started

How to register for lessons:

Fill out the registration form (online or on paper), sign the Medical and Liability Release, and make a \$100 deposit.* You're in!

All communication to riders and/or parents about lessons will be sent through the email(s) provided on the registration. We may also phone call to communicate directly. All registrations and waitlist spots will be confirmed via email communication. All riders will be notified of their time by the Wednesday prior to the first lesson by phone call. If you are unable to answer your phone call, we will leave a voicemail message. Please add the domain "@triplerranch.org" to your safe sender's list to ensure you receive all email communication.

If the rider is age 18 or older, they are responsible for signing the Medical and Liability Release Form, even if they are registered by someone else.

Remember your account information for the Registration Portal.

- If you registered online, your username for the portal is the email with which you signed up.
- If you registered on paper or PDF, it is the email you put in the household information, and you will be sent an activation email within a few business days to access your online account. The email you put on the registration form will become your username to log into the portal.

The online account is called the "Parent Portal" and can be accessed at any time through the "Login" button on the top of the website at <https://triplerranch.org/> or directly to the log in page at <https://triplerranch.campbrainregistration.com/>. Please let us know if you have trouble accessing your account, and we will be happy to assist you.

All registrations and forms are accessible digitally through the Parent Portal.

Put the lesson dates on your calendar. If you don't remember, the session will always be listed in your online Parent Portal, on our website, and on your account statement. The current list of sessions and dates can always be found on our website.

Required Forms

Forms:

- Contact Information
 - Required at time of registration.
- Medical and Liability Release
 - Required before the rider arrives.

Additional forms that may apply:

- Riding History
 - If you have ridden horses elsewhere, or it has been a while since you have ridden horses altogether, this will help us place the rider in the appropriate class. We may call to for you to elaborate more about experience.
- Request for Private Lesson ***(NEW for Fall Session 2022)**
 - All private lessons are now offered on a requested basis and NOT guaranteed to everyone interested. This information will help us determine what instructor staff may be available based on your availability and needs.

Date and Time Placement

All horseback riding lessons at Triple R Ranch include 8 (eight) lessons, which usually occur in 8 (eight) consecutive weeks (exceptions are made for major holidays and events at Triple R Ranch). Dates of lessons are determined ahead of time and will always be posted on the website until the last day of the session.

All weekday group lessons are as follows:

- Wednesday group lessons are at 4:30 – 6:00pm
- Thursday group lessons are at 4:00 – 5:30pm
- Friday group lessons are at 4:30 – 6:00pm

All Saturday group lessons are at 9:00am, 10:30am, 1:00pm, and 2:30pm unless communicated otherwise. Saturday group lesson times are assigned by Triple R Ranch once registration closes so we can group riders by skill level. All riders will be notified of their time by the Wednesday prior to the first lesson by phone call. If you are unable to answer your phone call, we will leave a voicemail message. We will consider any time placement requests in order of registration.

***NEW Fall Session 2022: All Private lessons will be offered on a request-only basis each session.** To request a session of private lessons, complete a Registration Form AND a Request for Private Lesson Form. A \$100 deposit is NOT required at the time of completing the Request Form. Once you are offered a private lesson via email, you will have 2 (two) business days to accept and place a \$100 deposit. Please refer to the contact information in the Handbook for Triple R Ranch office hours. Once you have confirmed and placed a \$100 deposit, then you/your rider will be registered.

When registering for any lessons at Triple R Ranch without a time assigned at registration, you do so knowing that we will assign a time to you the week of the first lesson of the session. We want to be considerate of your schedule and place you/your rider(s) in the best level that is safe and challenging. Because of this, our lesson placements change each session. We will take time requests until two weeks before the registration deadline. We cannot guarantee you will receive the time you requested, but we do all that we can to accommodate everyone. Please check the current session information for deadlines.

Cancelations and Inclement Weather

If you are unable to attend your regularly scheduled lesson, Triple R Ranch is not responsible to offer a make-up lesson.

Private lessons must notify the instructor and/or Triple R Ranch office 48 hours in advance to receive a make-up lesson. All make-up lessons must be rescheduled directly with your instructor.

In case of inclement weather, one of the Triple R Ranch staff will email or call and let you know if lessons are cancelled. We have an indoor arena to use when it rains; therefore, we only cancel due to weather if it is unsafe to drive to Triple R Ranch. We will offer up to two make-up lessons due to weather and will be credited to your online account as soon as possible. Triple R Ranch has an indoor arena to ride in protected from weather, so we do not usually cancel for rain.

Pro-rate

We are able to pro-rate the cost of the group riding lesson package based on the number of dates the rider will be able to attend (up to two lessons). If the rider or parent/guardian is aware of the dates the rider will be missing and gives notice by the starting date of lessons, the cost of the session will be adjusted accordingly (\$40 per lesson). **This policy is not applicable for simply missing a lesson after the first lesson of the session or if you have already received the full-payment discount.**

Notice must be given by the starting date of lessons to the Registrar (camp@triplerranch.org). This policy is not applicable to any absences made known after the time of registration. We hope this will help as families are budgeting and scheduling out the school year, and we hope you make riding at Triple R Ranch a part of that schedule!

If you are signed up for private riding lessons, we do not pro-rate as you are able to make-up any lessons directly with the instructor with 48 hours' notice to the office at Triple R Ranch. Please send notice to the Registrar (camp@triplerranch.org) if you plan on missing any lessons prior to the start of the session. After the start of the session, you may communicate directly with the instructor and/or notify the Triple R Ranch office for scheduling your make-up lesson(s).

Full Payment Discount

If you are paying in full for a session (all 8 lessons—none pro-rated) by the first day of classes and not receiving a pro-rate, you will receive \$20 off the total fee. This will not calculate automatically during online registration. You will be credited on your account, or you may mail a check or pay in cash for the discounted amount with a registration. If you would like the office to run a payment method on file before the start of lessons, please send an email to camp@triplerranch.org with the last four digits of the card and the payment date. Any day the office is open before the end of the session is a valid payment date, and if it is before the start of lessons and you are not already receiving a pro-rate, the full payment discount will be automatically added.

Payments

The \$100 deposit applies towards the balance for the session. **All lessons payments are due by the last lesson of the current session for which you are registered.** Payment plans may be offered at the time of registration for the benefit of the payee to ensure lessons will be paid in full before the last lesson of the session.

If you pay through the Parent Portal, you may email a request to the Registrar to run your card for the remaining balance. Please send an email to camp@triplerranch.org with the last four digits of the card and the payment date. Any day the office is open before the end of the session is a valid payment date.

Proper Attire

Boots

All riders must wear boots with a 1" heel. This is for the rider's safety to help maintain the foot placement in the stirrup, and to support the ankle and legs to maintain the correct riding position in the legs. There are various equestrian shops that will help your rider to be properly fitted, but we do not require anything specific.

Clothing

All riders must wear long pants and an appropriate shirt with no loose articles of clothing. Jeans are the preferred riding pants for western riding, but riders are also welcome to wear breeches or other pants that are comfortable that will protect the legs from rubbing against the saddle.

Headgear

All riders under age 18 are required to wear a helmet, and Triple R Ranch provides the appropriate headgear at no cost. Riders are welcome to bring their own helmets that are SEI-approved for horseback riding. There are various equestrian shops that will help your rider to be properly fitted, but we do not require any specific brand if it meets the SEI safety requirements for equestrian activities.

When Rider Arrives

Parking

When driving into Triple R Ranch, parking is provided near the barn. The designated parking area is to the right of the office. The office building is the first building on the right when driving into the ranch (has a porch and "OFFICE" sign).

Triple R Ranch can become very muddy when there is a lot of rain, so please be mindful of where you park. You may be emailed to park or not park in a specific area if the mud becomes an issue. Please see map on the next page for reference.

Arrival

When the rider arrives, the instructors will be ready to greet them outside at the front of the barn. The riders will be called by name by the instructors and shown where to find their horses for the lesson. Please see map on the next page for reference.

Parents observing

Parents are welcome to observe lessons while students are on horseback. Bleachers are provided near some of the outdoor arenas and inside the indoor arena. Unless invited, parents and guests may not walk in any fenced in areas, including the inside of the barn. All dogs must stay on the leash at all times on Triple R Ranch property.

Hiking

Triple R Ranch provides many paths and trails for walking. **Check in with the office for trail availability before heading out in case they are in use by staff or guest groups.** Please keep in mind that horseback trail rides and vehicles use our trails, so practice safety and alertness when walking on trails. All horses have the right-of-way on the trails; step calmly to the side and allow for horses to pass before continuing. All dogs must stay on the leash at all times on Triple R Ranch property.

TRIPLE R RANCH

