



# Triple R Ranch Horsemanship Handbook

Updated: December 14, 2023

<b>About Us.....</b>	<b>2</b>
Horsemanship Philosophy	
Contact Information	
<b>Getting Started.....</b>	<b>3</b>
How to Register	
Forms	
Date and Time Placement	
Cancelations and Inclement Weather	
Discounts	
Payments	
<b>Proper Attire.....</b>	<b>6</b>
Boots	
Clothing	
Headgear	
<b>When rider arrives.....</b>	<b>7</b>
Parking	
Arrival	
Parents observing	
Map	

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# 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-rounded 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](http://www.triplerranch.org)

Registrar Email: [camp@triplerranch.org](mailto: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 provides lessons each day during the session period that is listed online and at registration. If the lesson falls on a holiday and/or holiday weekend when there will be NO lessons, the dates will be listed online and at registration as “except” and the lesson dates will extend to include eight (8) lessons in every session.

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## 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 non-refundable 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 make phone calls to communicate directly. All registrations and waitlist spots will be confirmed via email communication. All riders will be notified of their time by email no later than the Wednesday prior to the first lesson. In case urgent communication is needed, we will contact you by phone first. 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.

- Height and Weight Form
  - To ensure the health and safety of both our horses and riders, we have height and weight limits. We are asking the height and weight of all riders at registration so we can have the best fit horses ready for you.
  - Please not the following height and weight limits:
    - 5'2" & under: 225lbs
    - 5'2" to 6'2": 240lbs
    - 6'2" & over: 260lbs

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 for you to elaborate more about experience.
- Lessons Scheduled to be Missed & Discounts
  - If you are missing any lessons OR are paying in full prior to the start of lessons (MUST be completed prior to the first lesson of the session). Please see more information below.
- Request for Private Lesson
  - All private lessons are offered on a requested basis and NOT guaranteed to everyone interested. This information will help us determine what instructing staff may be available based on your availability and needs.
- Saturday Group Lesson Scheduling
  - If you are registering for group lessons on Saturdays, you do so knowing that we will assign a time to you by the week of the first lesson of the session. This information will help us be considerate of your schedule and place your rider(s) in the best level that is safe and challenges them.

## **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 email. We will consider any time placement requests in order of registration.

**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 class 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 for offering 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. If more cancelations become necessary or if you are unable to attend the Make-up lesson a refund 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 can pro-rate the cost of the group riding lesson package based on the number of dates the rider will be unable 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 (\$45 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 through the form in the registration portal. 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 generally 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 through the form in the registration portal 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 \$40 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](mailto: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 non-refundable 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](mailto: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.

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# 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.

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# 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.

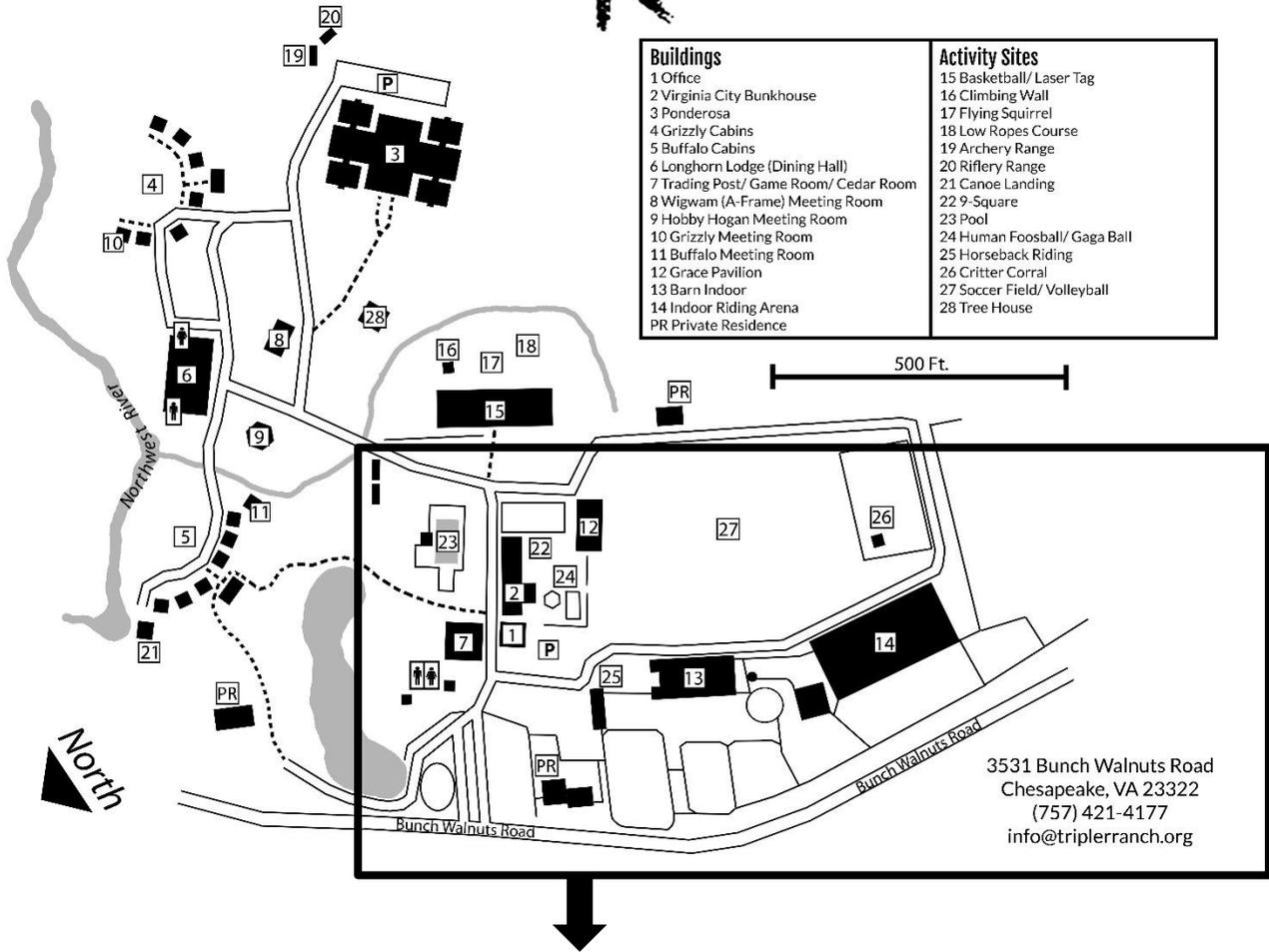
## Animals

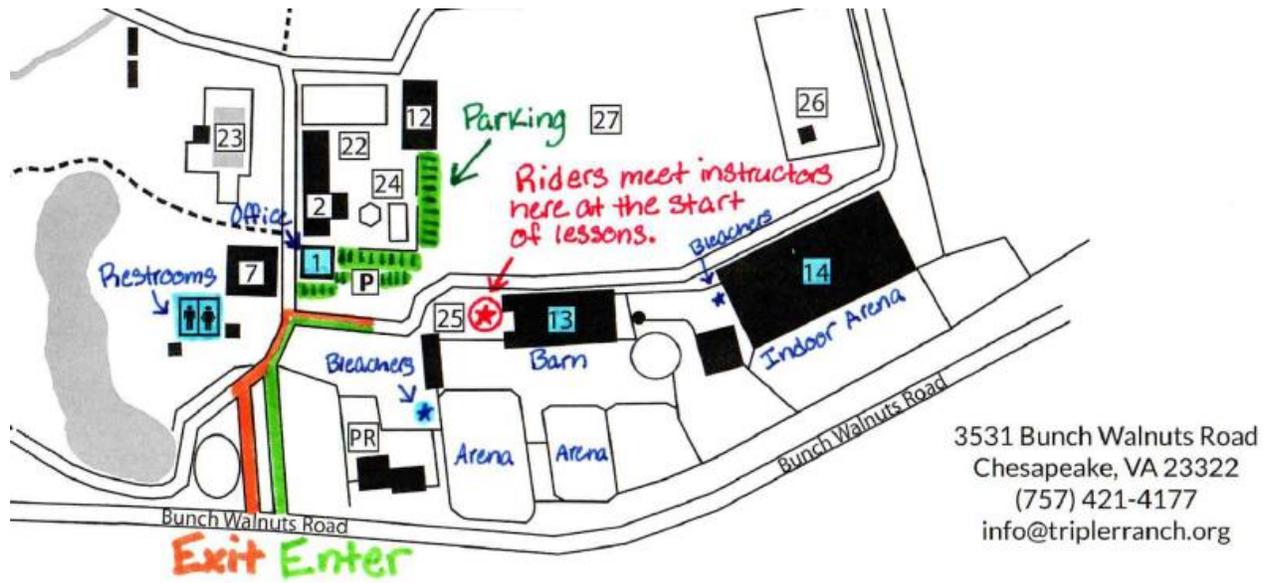
Triple R Ranch has many animals that are part of our working farm, and some animals have free roam of the ranch property, such as barn cats, ducks, sheep, etc. We ask that all guests treat all animals with respect. Parents are responsible for watching their children and to make sure their children treat the animals gently.

## 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





**SPEED LIMIT IS 10 MPH AT ALL TIMES.**