



Valley Therapeutic Equestrian Association

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FAQ

Who qualifies as a front line worker?

In addition to first responders and health care workers, front line workers include workers in grocery stores, retirement homes, hospital employees, armed forces and workers supporting public safety and correctional services, hospice, funeral home workers . . . the list is endless!

Is there an age limit?

There is no age limit. Horseback riding is an activity that is enjoyed by people of all ages and abilities!

Are there any medical conditions that would preclude me from participating?

Even if you have a medical condition, riding can be safe for you to enjoy by taking a few precautions. However, as with any sport, there are certain medical conditions that would not allow you to participate in an equine experience. These will be covered by our Administrator when you call to book your session.

What does it cost and how do I pay?

The cost is \$60 for a one-hour session. *Payment for each session must be received at the time of booking.* We accept payment by e-transfer or by credit card over the phone.

What is the cancelation policy?

We require a minimum of 24 hours notice to cancel a session. Our specialized instructors are scheduled according to the riders scheduled for a specific day. Given the individualized nature of this program and the one-on-one attention given to the rider, last minute substitutions are not possible. Sessions cancelled prior to 24 hours from the session time can be rebooked for a later date.

What if the weather is bad?

We ride rain or shine. We have an indoor riding arena that is fully protected from the elements. Sessions cancelled due to rain will be considered forfeited. Ensure you dress appropriately for the weather on the day of your session.

Is there anything that I need to bring?

Yes, you must wear close-toed shoes (preferably with a one-inch heel) and long pants. Don't forget to bring the completed waiver (or we can provide one for you when you arrive at VTEA).

Can I bring family and friends with me on the day?

Due to COVID-19, we are limiting access to our facility to riders and essential personnel only.

Am I allowed to bring my dog?

Unless your canine companion is a trained service dog, we do not allow dogs on our property as they may interfere with the horses and other riders. All other pets and animals should also stay safe at home while you enjoy your time with us.

When should I arrive for my session?

Please arrive 10 minutes prior to your session so you have ample time to complete the paperwork and COVID-19 protocols prior to meeting your therapy horse.

Do I have to wear a helmet?

Yes, helmets are required and will be provided for you. They are sanitized after every use to ensure your safety.

What COVID-19 protocols do you have in place?

- We are limiting access to the property to riders and essential personnel only
- Occupancy limits are in force in each building to ensure safe social distancing is possible at all times
- Handwashing station
- Hand sanitizer in all areas of the facility (office, barn and arena)
- Face masks are mandatory and must be worn at all times
- All touch points are sanitized between riders
- Washrooms are cleaned in-between each use