

Dear valued clients and friends of Charis Equestrian,

First off, we want to say THANK YOU. Thank you for being our clients and our friends; we value each of you and are so grateful for what you bring to our barn environment! Thank you for your business and support over the last year. It has been an utterly unique year, and we are fortunate that our business has continued and survived, when so many others have had to reduce in size or close.

We had planned to send this “update” letter out April 1, 2020. However, when COVID hit, the assumption was it would be short-lived and we opted to postpone our notice of proposed changes for a month or two. When it became evident how devastating COVID was to so many people, after much discussion we decided to absorb the increased costs of the barn during COVID19 the last 9 months, rather than pass them along to people who may have been struggling financially. While we still maintain that was the correct choice, it has put us in a position where our business has taken a hit this past year, and in order to keep it running next year and beyond, changes in pricing must occur. We sincerely hope that everyone can continue as clients, but we are realistic that it might be a challenge for some and encourage everyone to reach out to discuss options should it be necessary.

Our hope with all the updating of policies and prices is to have a smoothly running business that allows us to hire trained staff and for Jess to take time off to compete more frequently and have time away from the barn.

Please see the attached updated price card which will reflect overall increases in services. All prices and hauling fees as well as preparing for/taking horses home from shows will now be billed, unless the horse is in full training. Policies will be effective JANUARY 1, 2021

Our price increases reflect the following increases in running the business: increase in shavings, hay, fuel costs and delivery costs of both, the increase of California minimum wage this past year as well as increases to our facility and water rates.

We will start billing for the following: holding for vet, holding for shoer, holding for dentist,

wrapping legs regularly, and blanketing. Additionally, we will be billing for hauling, as well as horse show prep/after care. These tasks take time and most importantly require specially trained staff and beginning Jan 1, 2021 will be additional costs beyond basic board and training. If horses are in full training, several of those billing items will be gratis. Please contact Emily or Jess specifically to address. The increases in services reflect a standard yearly increase, which we have not done in over three years.

SCHEDULING:

We will be making some scheduling adjustments as well for training and lessons: New training schedule will be 3 days a week for half training and 5 days a week for full training (occasionally subject to change based on horses' needs). Lesson scheduling will be changing for our winter schedule due to the limited light. All private lessons will now be 45 minutes, unless the client requires assistance to tack up or longe pre-ride etc. Dressage lessons specifically will be 45 min private lessons, and all other lessons will be semi-private (flatwork/position or jumping lessons) and will run 1 hour, unless otherwise scheduled.

PERSONNEL:

Mercedes Samons, who has been our amazing working student for this last year, will now be taking over the role as my assistant. She will be covered under my insurance to longe and ride horses in training with me, as well as helping run our beginner lesson program.

Emily Reitmeier is now our office manager. She will be handling all the billing and office tasks, effective December 1, 2020. All billing inquiries should be directed to her first.

We are excited to be offering special outside trainer lessons on Mondays, with my colleague Gabriel Rodrigues. His specialty is showjumping; however, he is also incredibly good and patient with young or challenging horses. He and I are looking forward to a collaboration that

will allow us to assist each other's programs. If you have interest in riding with him, or watching him teach please let me know, and we will organize times.

POLICIES:

As of January 1, 2021, we will need the following on file for new and current clients: COVID release, emergency and insurance information in the event of an emergency (horse and human), stall deposit and new signed boarding contract for 2021, signed Barn Rules document, and signed Liability release. Emily will be handling getting all this information from clients, please reach out to her directly to coordinate all the information.

All billing including lesson packages and leases MUST be completed by the 5th of the month, or there will be a late charge and the lesson day/s will not be guaranteed. Lessons and leases will now be on a monthly package rate, and due monthly. Per diem lessons will still be offered but will be on an "as available" basis, and scheduling will not be guaranteed without a package. Notice must be given a minimum of 24 hours in advance if lessons are being missed in order to attempt a reschedule. However, reschedules will be first come first serve and may be with me or my assistant Mercedes.

We will be offering working student positions in 2021, however there will be updates to that program. Students will be offered this opportunity quarterly and must be in a minimum of twice weekly lessons. The working student program is best understood as an unpaid internship; the students are gaining invaluable hands-on education with a variety of horses, from green horses in for training to seasoned international campaigners. This is NOT babysitting, and students must be a minimum of 12 years of age, with a preference given to those over 16 years old due to increased responsibility and maturity. The investment of time and energy in teaching the working students, from both Jess and Mercedes is very high, and we do not take the scheduling or the training lightly. We expect the same attitude of respect and diligence from our working students. Beginning January 1, 2021, the working students and their parents will be required to sign a contract, outlining expectations and behaviors.

As of January 1, 2021, we will be moving toward leases and encouraging half and full leases rather than just lessons. Lessons will still be offered. However, to go XC schooling, show, or take outside lessons you will need a minimum half lease of a horse. This is for safety and due to increased liability insurance requirements.

For lessons, we have been allowing students to use our tack and will continue to offer this. However, the hope is that you will look at purchasing your own saddle. If you own a horse, you are expected to have your own saddle. We are fortunate to be sponsored by Equipe and get particularly good deals on new or used saddles through our connections there. We would be happy to pass along those deals to you.

Additionally, we have many professional contacts for used equipment. Please contact Jess or Mercedes to assist.

Charis Equestrian is very grateful for each and every one of our clients and supporters and we are hugely thankful for the gift of this last year, when there was so much uncertainty and so many challenges across the board and so many colleagues were not able to continue their work. We are eagerly looking forward to a prosperous and successful 2021, and with your continued support we are excited for a multitude of successes.

Please feel free to contact Jess or Emily directly with any questions regarding these changes to your current board or lesson package and the best way to facilitate the changes. Emily is primarily in charge of office and billing changes and Jess will be overseeing the scheduling and policy changes, but as always, feel free to reach out to discuss any question or concerns.

Wishing you all a happy and safe holiday season and as always, HEELS DOWN, CHIN UP, and SMILE; WE LIKE RIDING HORSES!

Jessie & Andrew

Charis Equestrian

Charis Equestrian Rates

Training/Board & Related Fees

- \$1775 full training (5 days)/full board
- \$1475 1/2 training (3 days)/full board
- \$875 initial refundable deposit

(Includes hay, shavings, turnout & care.)

*Additional \$300 deposit may be required for horses with a documented history of cribbing, wood chewing, or kicking.

- \$25 holding horse for vet, farrier, dental
- \$10 per diem wrapping
- \$100/month wrapping
- \$60/month blanketing
- Supplements and grain are the responsibility of the owner and are billed monthly

Lessons:

- \$85 per diem (1-hr lesson on our lesson horses and ponies)
- \$125 (75 min sibling lesson; 2 children max)
- \$65 lesson on own horse
- \$25 hack/haul in fee (waived if in a minimum monthly lesson package)

Monthly Lesson Packages:

- \$300 1x weekly
- \$600 2x weekly
- \$800 3x weekly

Travel:

- \$25 flat fee if less than 15 miles
- \$25 + \$2 per mile if over 15 miles

Leases:

- \$500 1/2 lease; 3 days/week. Responsible for half of all expenses (grain, shoeing, body work, necessary vet expenses, etc.)
- \$800 full lease; 5 days/week. Responsible for all expenses (grain, shoeing, body work, necessary vet expenses, etc.)

*Guarantees you the same horse for lessons/schoolings and must be in a minimum 1/2 lease to compete

**Must also be in a minimum monthly lesson package

Showing:

- \$100 show prep/aftercare
- Day fee for horse or pony:
 - \$100 full day
 - \$50 1/2 day
- Show Coaching:
 - \$100 - 1 day
 - \$200 - 2 day
 - \$300 - 3 day

*For more than one day shows, or for shows requiring an overnight stay, riders are responsible for a portion of the coach's expenses related to travel/hotel.

Additional Fees:

- \$100 monthly trailer parking/storage
- \$75 per day late fee (training/board and lesson packages due on or by the 5th of each month)
- \$50 returned check/NSF fee