



# Square Peg Foundation

## Client/Volunteer Letter

Thank you for your interest in the Square Peg Foundation (“Square Peg”) programs. We are delighted to have you in our community, and we hope that it will be a meaningful and rewarding experience. This letter outlines the services that Square Peg provides, and the requirements to which we ask all volunteers and participants in our programs to adhere.

### Services and Fees

The Square Peg Foundation Horsemanship Program provides an intense experience that shows our students that they are capable of so much more than they imagined. In addition to regular lesson sessions, we also provide camps and retreats and special programs for groups. Our current lesson fee structure is attached, and is subject to change.

### Participation/Session Requirements

Square Peg’s programs are specifically designed to foster growth, development, and a sense of community. To further these goals and to ensure a safe and beneficial environment for all involved, Square Peg has specific guidelines outlined below for each and every participant, client and volunteer.

**1. Profile; Medical Condition.** It is very important that we have complete information about you **[and your child]** and, therefore, we ask that you complete the “Client/Volunteer Profile” form attached hereto as Exhibit A. Each participant must inform the Program Director or Senior Instructor of any new or chronic medical, physical or emotional problems which may affect the participant’s ability to perform tasks or to participate safely in program activities. Finally, due to the nature of our program, we request that you that you complete and sign the “Emergency Treatment Authorization” attached hereto as Exhibit B. Please remember to update us if any of the information you provided on these forms changes.

**2. On-Time Policy.** Participant punctuality is critical to ensure that Square Peg programs run smoothly, safely, and afford the greatest benefit to all participants. As a result, if a participant is more than fifteen minutes late, he or she may not be allowed to participate in the session. Any indicated session length is merely a guideline and is not guaranteed. All sessions will end on time, notwithstanding any late arrival by a participant, subject to the Senior Instructor’s discretion to choose to extend a session or end a session early.

**3. Cancellation Policy.** *[We ask that all volunteers who are unable to attend at their scheduled time provide us with a notice within 48 hours of their scheduled time.]* If a participant desires to cancel his or her session, we ask that such cancellation be done within 48 hours of the session, or the full session rate will be charged. The Program Director may approve make-up sessions if a session is cancelled or missed due to circumstances beyond the participant’s control. Approval for such make-up sessions is at the sole discretion of the Program Director. Square Peg also reserves the right to cancel sessions due to weather, illness of key staff, equine or barn emergency, or any other unforeseen or emergency change to the Program Director’s or Senior Instructor’s schedule, and we will use our reasonable best efforts to notify you as soon as possible.

**4. Disciplinary Policy.** Proper behavior and adherence to Square Peg’s rules, regulations, and guidelines are critical in creating the desired sense of community and in ensuring that Square Peg’s programs are safe and achieve the preferred results. To further this priority, the following actions may result in disciplinary action, including ejection from the program:

- Disruption to the lesson/session
- Behavior that is unsafe or unacceptable, as determined by the Program Director or Senior Instructor
- Sexual comments or related inappropriate conduct
- Disrespect to instructor, volunteers or other participants and staff
- Failure to follow program policies or instructions

**Square Peg Foundation**  
**PO Box 29249**  
**San Francisco, CA 94129**  
**<http://www.everyonefits.org>**

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5. **Proper Attire.** Square Peg maintains a specific dress code for all of its programs to ensure the safety of all participants. Each participant **[or volunteer]** must wear long pants, a shirt, and boots or shoes to at least mid-ankle with at least a half-inch heel. SEI-ASTM approved riding helmet, properly fitted, with an attached harness is required for all riding activities. Square Peg has some boots and helmets that are available for loan, but it is preferable for each participant to have his or her own boots and helmets.

### Liability Release and Indemnification

The nature of Square Peg's program necessarily involves risks related to interaction with horses and physical activities. We therefore ask that you carefully review and sign the Liability Release and Indemnification Agreement attached hereto as Exhibit C (the "**Release**"). If you have any questions about the Release, we recommend that you consult your personal advisors prior to signing.

### Confidentiality

Square Peg is well-aware of the sensitive nature of the personal information that is required of each participant and is included in his or her file. All participants' records are considered confidential and the information contained therein is only shared when required by law, necessary to ensure the safety of a participant or when required during an official incident review.

Thank you for taking the time to read this letter and to gain an understanding of the nature of our programs, as well as the rules, regulations, and guidelines that are critical for their smooth, safe, and effective implementation. Please indicate your understanding of and agreement to adhere to and be bound by the guidelines and agreements described in this letter and its attachments by signing and returning a copy of this letter, completed Exhibit A and completed and signed Exhibits B and C to us at the address indicated.

Again, we appreciate your interest in Square Peg and are looking forward to working with you in our programs!

**SINCERELY,**

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**SQUARE PEG FOUNDATION**

### ACKNOWLEDGED AND AGREED:

\_\_\_\_\_  
SIGNATURE

DATE: \_\_\_\_\_

\_\_\_\_\_  
PRINTED NAME

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