

Gregory Humphrey Equine Services

Client Policy Manual

Effective: 2026

Gregory Humphrey Equine Services, also referred to as GHES, is a professional coaching and training program operated by Gregory Humphrey and Benjamin Peaire.

GHES is based out of Columbia Gardens Farm in Fruitvale, BC, and offers coaching, training, full program support, show preparation, travel coaching, and sales and purchase support.

This policy manual is intended to help all clients understand how the program operates, what is expected, and how we keep the environment safe, respectful, and organized for horses, riders, staff, and visitors.

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1. Program Philosophy

GHEs is built around high-quality coaching, structured programs, professional support, and long-term development.

The goal of the program is to help horses and riders progress with confidence, correct basics, clear communication, and thoughtful horsemanship. GHEs specializes in Hunter/Jumper training and show preparation while welcoming riders from a variety of backgrounds and disciplines.

Each horse and rider combination is different. GHEs works to recommend the level of support that best fits the horse, rider, goals, schedule, and stage of development.

2. Communication

Clear communication helps the program run smoothly.

Clients are expected to communicate directly with Gregory or Ben regarding scheduling, cancellations, training updates, program changes, horse concerns, and show planning.

Important communication should be sent by text or email whenever possible so details can be easily referenced.

Clients should notify GHEs promptly if:

- A horse is sick, injured, or not feeling normal
- A rider is unable to attend a scheduled lesson
- A payment may be late
- A schedule needs to change
- A horse has had a veterinary or farrier concern
- There are changes to the horse's feed, care, training plan, or workload
- There are any safety concerns at the barn

GHEs will do its best to respond in a timely manner, but messages may not be answered immediately during lessons, training rides, shows, travel, or horse care.

3. Coaching and Lesson Policy

GHEs offers coaching through individual lessons, monthly programs, travel coaching days, and structured horse-and-rider development programs.

New riders may be asked to begin with an Initial Assessment Lesson or consultation. This allows GHEs to learn more about the rider's experience, goals, horse, current program, and what level of support may be the best fit.

Riders are expected to arrive prepared, organized, and ready to participate in their lesson.

Riders with their own horses should be tacked up and ready at their scheduled lesson time unless other arrangements have been made. Independent riders may be expected to warm up before the lesson begins so coaching time can be used effectively.

Newer riders or riders needing assistance will be supported appropriately. The goal is to help riders become confident, capable, and independent in both riding and horse care.

Lessons may include flatwork, jumping, pole work, equitation, groundwork, confidence-building, show preparation, or other exercises based on the needs of the horse and rider.

GHEs reserves the right to adjust lesson plans, exercises, horse assignments, or program recommendations based on safety, horse welfare, rider readiness, weather, footing, or scheduling needs.

4. Lesson Cancellation and Rescheduling Policy

GHEs requires at least 48 hours' notice to cancel or reschedule a lesson.

Lessons cancelled with less than 48 hours' notice may be considered forfeited and may not be eligible for a credit, or make-up lesson.

No-shows will be considered forfeited.

If a client is late, the lesson may still end at the originally scheduled time. If a rider is more than 10 minutes late without communication, GHEs reserves the right to cancel the lesson and consider it forfeited.

Emergency situations will be considered at the discretion of GHEs. Exceptions may be made for medical emergencies, unsafe road conditions, serious horse health concerns, or other unavoidable circumstances.

Repeated cancellations, late arrivals, or missed lessons may result in loss of booking privileges or a review of the client's place in the program.

5. Payment and Billing Policy

Invoices are due by the date listed on the invoice.

Clients are expected to keep accounts current. Unpaid invoices create scheduling and business challenges and may affect a client's ability to continue lessons, training, showing, or other GHEs services.

Invoices more than 5 days overdue may be subject to a \$50 late fee.

GHEs reserves the right to pause lessons, training, show coaching, hauling, or other services until overdue invoices are paid.

Clients with repeated late payments may be required to keep a credit card on file or pay in advance before services are booked.

Accounts must be paid in full before attending horse shows, clinics, off-property schooling, or other GHEs-supported events unless other arrangements have been approved in advance.

GST will be applied where applicable.

6. Full Program and Training Policy

The Full Program is GHEs' most complete option for horses and riders looking for consistent, professional support.

This program is designed around five days per week of lessons and/or training, depending on the needs of the horse and rider.

The Full Program may include professional training rides, owner lessons, flatwork, jumping, groundwork, fitness, confidence-building, show preparation, and ongoing development based on the horse's individual needs and the rider's goals.

Training and program recommendations are made based on the horse's stage of development, temperament, fitness, soundness, rider goals, and overall suitability.

GHEs reserves the right to adjust a horse's program when needed. Some days may include groundwork, flatwork, hacking, jumping, fitness, confidence-building, or lighter work depending on the horse's needs.

If a horse is unwell, unsound, unsafe, or otherwise not appropriate to work, GHEs may adjust, pause, or modify training for the welfare of the horse and safety of the handlers and riders.

Owners are expected to communicate any concerns that may affect the horse's training, including changes in soundness, behaviour, veterinary care, farrier care, tack fit, feed, or workload.

7. Training Cancellation Policy

Clients wishing to cancel, pause, or significantly change a Full Program or training arrangement must provide 30 days' notice in writing.

Written notice may be sent by email or text.

If 30 days' notice is given, the client will not be charged for the following month's training or program fee.

If less than 30 days' notice is given, the client may be responsible for the following month's training or program fee.

Unused portions of the current month are not refunded unless approved by GHES.

If a horse becomes injured, ill, or unable to continue work, the training program may be adjusted or paused at the discretion of GHES. In these cases, GHES will discuss the best plan with the owner.

If a horse is sold, retired, moved, or otherwise removed from the program, 30 days' notice is still required unless otherwise approved.

8. Boarding and Care at Columbia Gardens Farm

GHES is based at Columbia Gardens Farm in Fruitvale, BC.

Boarding is operated by Columbia Gardens Farm. Board is separate from GHES coaching, training, and program fees.

Current board at Columbia Gardens Farm is \$625 per month and includes 24/7 hay, twice-daily waterer checks, attentive daily care, and options for stalls with runs or group turnout paddocks.

Boarding arrangements, availability, and facility-specific care are managed by Columbia Gardens Farm.

GHES provides coaching, training, program support, and optional hired-out pen cleaning for clients in the program.

Clients are responsible for all horse-related costs not included in board or GHES program fees. This may include grain, supplements, farrier, veterinary care, medications, bodywork, blankets, tack, equipment, show fees, hauling, and other horse care expenses.

9. Pen Cleaning

Pen cleaning may be arranged through GHES where available.

Current hired-out pen cleaning is \$300 per month.

Pen cleaning fees are separate from board, training, lessons, and other GHES program fees.

Clients who do not arrange hired-out pen cleaning are responsible for understanding and following the pen cleaning expectations set by Columbia Gardens Farm.

Pen cleaning availability may depend on staffing, scheduling, weather, and facility needs.

10. Lesson Horse Policy

Lesson horse availability is limited.

GHES is primarily focused on riders with their own horses, horses in training, and riders working toward horse ownership. Limited lesson horse options may be available depending on horse availability, rider suitability, scheduling, and program space.

GHES reserves the right to determine which rider is appropriate for each lesson horse.

Lesson horse assignments may change at any time based on the horse's workload, soundness, suitability, behaviour, rider needs, or program scheduling.

Riders using lesson horses are expected to treat the horse respectfully, follow instructions, and participate in proper grooming, tacking, untacking, and care as appropriate for their level.

If GHES determines that a lesson horse is not suitable for a rider, or that a rider is not suitable for available lesson horses, GHES may decline or discontinue lesson horse bookings.

11. Barn and Facility Expectations

All clients, riders, parents, and visitors are expected to be respectful of Columbia Gardens Farm, the horses, staff, other clients, and shared spaces.

Please leave the facility as clean or cleaner than you found it.

Clients are expected to:

- Close the tack room door after use
- Keep tack and equipment tidy
- Sweep up grooming areas after use
- Clean up manure in grooming areas, aisleways, arenas, and shared spaces
- Put away equipment after use
- Respect other horses and their spaces
- Avoid entering paddocks, stalls, or turnout areas unless permitted
- Leave gates as you found them
- If a gate is closed, close it behind you
- If a gate is open, leave it open unless instructed otherwise
- Turn arena lights off when finished
- Report anything broken, unsafe, or concerning
- Be respectful of boarders, riders, staff, and visitors

The bathroom is located in the barn.

Children must be supervised by a parent or guardian.

Dogs and other pets should be kept under control at all times. Dogs should be kept on leash for their safety and the safety of others.

Clients and visitors should not feed horses that do not belong to them unless they have permission from the owner or barn management.

12. Indoor Arena Etiquette

Safety and communication are very important when entering or using the indoor arena.

Before entering the indoor arena, riders and handlers must call out "door" and wait for a response before entering.

Do not open the door or enter until riders inside have acknowledged you and it is safe to come in.

Riders should be aware of others in the arena and communicate clearly when passing, jumping, lunging, or entering and exiting.

Manure must be picked up after use.

Arena lights must be turned off when the arena is no longer in use (lights are located in the tack room).

Loose horses, free lunging, or other high-risk activities may only be done with permission and when the space is appropriate and safe.

13. Horse Handling and Safety

Horses must be handled safely and respectfully at all times.

Clients should follow instructions from GHES, Columbia Gardens Farm staff, and other appropriate barn management when handling horses or using the facility.

Riders and handlers should:

- Approach horses calmly
- Use safe leading and tying practices
- Avoid crowding doorways, gates, and aiseways
- Keep horses under control
- Be aware of other horses and people
- Use appropriate tack and equipment
- Ask for help if unsure
- Report injuries, illness, loose shoes, damaged tack, or unusual behaviour promptly

GHES reserves the right to stop a lesson, training session, or activity if there are safety concerns.

14. Rider Attire and Turnout

Riders must wear an approved riding helmet while mounted.

Riders must wear proper footwear with a heel when riding or handling horses.

Appropriate riding attire is expected. Clothing should be safe, fitted enough not to interfere with riding, and suitable for the weather.

Horses should be properly groomed and tacked up before lessons or training sessions.

Tack must be clean, safe, and in good working order. Riders are responsible for ensuring their tack is appropriate, properly fitted, and safe to use.

GHES reserves the right to stop a lesson or training session if a rider is improperly attired, if tack is unsafe, or if a horse is not appropriately prepared.

15. Horse Health, Vaccination, and Biosecurity

Clients are expected to maintain appropriate veterinary, farrier, dental, and general health care for their horses.

Proof of vaccination may be required for horses participating in GHES programs, boarding, showing, clinics, travel coaching, or off-property activities.

Clients must notify GHES if their horse has signs of illness, including but not limited to:

- Fever
- Nasal discharge
- Coughing
- Swollen lymph nodes
- Diarrhea
- Unusual lethargy
- Loss of appetite

- Skin disease
- Known exposure to contagious illness

GHEs may restrict a horse from lessons, training, travel, clinics, shows, or shared spaces if there is a health or biosecurity concern.

During illness concerns or outbreaks, additional restrictions may be put in place. This may include temporary suspension of haul-ins, travel lessons, shows, or contact between horses.

The welfare of the horses and safety of the barn community will guide all biosecurity decisions.

16. Travel Coaching

GHEs offers coaching at Columbia Gardens Farm as well as organized travel coaching days to other facilities.

Travel coaching is available by arrangement and may depend on location, scheduling, number of riders, and facility suitability.

GHEs is open to building lesson days in different areas when there is enough interest to create an efficient travel schedule.

Travel and facility fees may apply depending on the lesson location. These fees are separate from coaching fees and may vary depending on travel time, distance, number of riders, and facility requirements.

17. Shows, Clinics, and Off-Property Schooling

GHEs may provide support for shows, schooling opportunities, and off-property activities.

Show and schooling participation must be discussed in advance. GHEs may help recommend appropriate classes, divisions, goals, and preparation plans.

Clients are responsible for their own entries, memberships, horse documents, stabling, feed, bedding, hauling, veterinary requirements, and other show-related costs unless otherwise arranged.

Show coaching fees, hauling, stabling, entries, and trainer travel expenses are billed separately from monthly program fees.

GHEs reserves the right to recommend that a horse or rider does not attend a show, clinic, or off-property activity if there are concerns about safety, preparedness, soundness, behaviour, or suitability.

18. Sales and Purchase Support

GHEs offers sales and purchase support for select clients and horses.

Purchase support may include reviewing ads and videos, communicating with sellers, helping assess suitability, attending or reviewing trial rides, coordinating with veterinarians for pre-purchase exams, and planning for the horse's long-term development.

Sales support may include training, preparation, photos, video, marketing support, handling inquiries, arranging trial rides, and helping find an appropriate match.

GHEs prioritizes honesty, suitability, horse welfare, and long-term success.

Sales commission is 15% of the final sale price, with a minimum commission of \$1,000, unless otherwise agreed in writing.

Board, training, farrier, veterinary care, hauling, advertising costs, and other expenses are billed separately where applicable.

19. Respectful Environment Policy

GHEs is committed to maintaining a safe, respectful, and supportive environment.

Bullying, harassment, intimidation, discrimination, threats, verbal abuse, aggressive behaviour, or inappropriate conduct will not be tolerated.

This applies to clients, staff, riders, parents, guardians, visitors, and anyone involved with the program.

Unacceptable behaviour may include:

- Yelling, name-calling, or demeaning comments
- Threats or intimidation
- Physical aggression
- Harassment or discrimination
- Spreading rumours or malicious gossip
- Interfering with another rider, lesson, horse, or client relationship
- Inappropriate comments in person, by text, online, or on social media

Concerns should be brought directly to Greg or Ben.

GHEs reserves the right to suspend or terminate services if a client, parent, rider, or visitor behaves in a way that is unsafe, disrespectful, disruptive, or harmful to the program environment.

20. Termination of Services

GHEs reserves the right to discontinue services at any time if the arrangement is no longer a safe, appropriate, or productive fit.

Reasons for termination may include but are not limited to:

- Non-payment or repeated late payment
- Repeated cancellations or no-shows
- Unsafe behaviour
- Disrespectful conduct
- Failure to follow barn or program rules
- Horse behaviour that creates an unreasonable safety risk
- Rider behaviour that creates an unreasonable safety risk
- Failure to follow professional recommendations
- A horse or rider being unsuitable for the available program

Clients may also choose to discontinue services with appropriate notice as outlined in the relevant cancellation policy.