



**The Phoenix Zoo welcomes you to our Horse Hands programs and Thunderbirds Charities Equine Facilities and Arena.**

Horse Hands is an educational, interactive and fun-filled experience connecting people of various generations to the wonder of horses and horseback riding and following the Zoo's mission in providing experiences that inspire people and motivate them to care for the natural world. - **We would love for you to be a part of it!** Our Horse Hands programs are held on Zoo grounds at our Thunderbirds Equine Facility, under our large, covered arena.

We offer horsemanship and riding lessons to ages 3 years and older in small groups of 10 or less. Participants, together with a partner, will learn everything about horses. Including how to work safely around horses, how to bond with and appreciate animals, and what it takes to care for these magnificent animals.

Interested individuals will need to meet our eligibility requirements to participate in classes.

To get started, read, complete and submit the forms below:

- 1) Participant Eligibility
- 2) Program Policies
- 3) Facility Rules and Guidelines
- 4) Release of Liability/Photo Release
- 5) Participant Application and Medical History

Please read and review all policies and guidelines and accept the terms prior to registering. We look forward to seeing you at Horse Hands and appreciate your cooperation in helping us ensure the safety and welfare of our animals, instructors, guests, and program participants. If you have any questions, please call us at 602.286.3800.

Sincerely,

Phoenix Zoo and the Horse Hands Program





## **HORSE HANDS PARTICIPANT ELIGIBILITY STANDARDS**

Horse Hands at the Phoenix Zoo is a unique program that includes equine caregiving and horseback riding lessons, led by Certified Horsemanship Association (CHA)-accredited instructors.

Each Horse Hands program is a three-week series group lesson, where CHA equine instructors guide participants in learning about a variety of horse breeds, how to care for horses, and how to develop a bond with them. Instructors apply these lessons according to participant experience level.

Minimum standards for Horse Hands participants have been established to ensure the safety and wellbeing of our participants, horses, and instructors. Standards include acknowledging abilities related to the physical, cognitive and cooperative demands of the programs. All participants are required to meet and maintain these standards to be able to participate in the program.

### **Eligibility Standards to Participate:**

- Must be a minimum of three (3) years old to participate in the caregiving programs which also require a participating adult chaperone to accompany the child.
- Must be a minimum of seven (7) years old to participate in riding classes.
- Must be below certain weight requirements depending on the horses available in our program collection. Typically, a weight below 250 pounds can be accommodated.
- Ability to understand and follow facility guidelines, participant rules, instructor directives and conduct themselves in an appropriate manner at all times.
- Ability to safely mount a horse from an approved mounting block, unassisted, clearing the croup and their saddle remaining centered.
- Ability to understand and readily respond to verbal instructions at all times.
- Ability to effectively give verbal cues or commands to the horses.
- Ability to judge distance between themselves and other horses, instructors, or obstacles while riding or leading horses.
- Ability to easily bend at the hip, twist, squat and lift up to 25 pounds, with assistance depending on age.
- Ability to execute all routine horsemanship tasks either on the saddle or on the ground without losing balance, falling, becoming dizzy, light-headed, faint or be in pain.
- Ability to participate regularly in barn or arena conditions where potential allergens and respiratory irritants are prevalent.
- Ability to work and communicate effectively with others.
- Must not knowingly be pregnant.

Individuals unable to meet these standards may not be able to participate in the Horse Hands programs.

To ensure safety within the Horse Hands Program, it is essential for everyone to comply with all facility guidelines and program policies. Violations of these rules and/or actions taken by any participant, participant guest or chaperone leading to an unsafe situation or display of unruly or disruptive behavior may result in dismissal from the program.

THE HORSE HANDS PROGRAM WILL NOT UNDER ANY CIRCUMSTANCE TOLERATE MISTREATMENT OF ANY ANIMAL. CLASS PARTICIPANTS AND INSTRUCTORS ARE REQUIRED TO TREAT ONE ANOTHER WITH RESPECT AT ALL TIMES.

ACCEPTED BY:

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

\_\_\_\_\_  
[Print Name of Parent/Guardian]

Participant Name: \_\_\_\_\_



## **HORSE HANDS PROGRAM POLICIES**

Horse Hands has the following policies in order to comply with all Certified Horsemanship Association standards as well as ensuring the health and safety of all our program participants, animals and staff at the Phoenix Zoo- It's the Horse Hands way!!

### **ARRIVAL:**

- You will need to show your class invoice or Zoo membership card to the admission gate for entrance into the Zoo.
- During normal Zoo hours admission to the Zoo is included in the price of the class for the class participant and one parent/guardian or guest. If more than the class participant and one parent/guardian or guest plan on visiting the Zoo, they must pay admission at the front gate or show their membership card.
- If your class takes place before or after regular Zoo hours, go to the gate on the left side of the bridge and press the intercom button to call the Rangers, state who you are and what class you are scheduled for, and the Rangers will buzz you in. You must walk directly to and from the Equine Facility by following the designated route shown on the enclosed map. You must remain in the Equine Facility during your class and not allowed to wander into other areas of the Zoo outside of regular Zoo hours. This rule is enforced to ensure the safety of all our guests and animals. Please note that before and after regular Zoo hours, the hot wire on the greater flamingo exhibit fence is activated; do not touch any exhibit fencing along the route.
- For all class sessions please meet your instructor by the entrance to the Thunderbirds Charities Equine Facility (see attached map). Please note that the approximate travel time from the front gate to the equine facility is 10 minutes.
- Please arrive 15 minutes prior to your scheduled class time and remain in the viewing area of the equine facility until your scheduled time.
- Participants are expected to be on time for their lessons so they can receive the full benefits of the lesson. If you are late to the Riding Series classes, the time will be deducted from the lesson and not added onto the end. Riding Series participants arriving later than 20 minutes after class start time may not be able to ride.
- Participants more than 30 minutes late to a Horse Hands Level class can join into the activity currently underway, but activities missed will not be made-up.

### **Cancellation/Reschedule:**

- Participants canceling more than 48 hours in advance may reschedule or receive a full refund.
- If you notify us of your cancellation less than 48 hours before your program, a 25% cancellation/reschedule fee will apply. You will be given the opportunity to reschedule, space permitting.
- You may reschedule your program one time only within six months of the original class.

### **Weather/Instructor Absence:**

- If Horse Hands cancels a lesson, we will schedule a make-up lesson and notify all participants of the new date and time. Full credit will be given for any lesson cancelled by Horse Hands.
- Horse Hands may cancel lessons due to inclement weather conditions such as:
  - Temperature/Heat index at or above 110 degrees
  - Winds at or above 25 mph
  - Thunder and Lightning storms.
  - Severe rainfall and flooding
  - Lessons can still be conducted in light rain under our covered arena. However, if there is lightning during a lesson, participants will be dismounted for safety and continue with a ground lesson. Mounted lessons can resume if no lightning is seen after 15 minutes.
- Horse Hands reserves the right to cancel classes in the event the Phoenix Zoo must close for an emergency or unforeseen circumstances.
- Riding Series Instructor absences may occur in which case participants for that day will be contacted by either their instructor or the Zoo's Reservations Department via e-mail and/or phone contact information on file.
- There may be dates the Horse Hands Riding Series cannot be conducted due to special events happening at the Phoenix Zoo. These dates will be blocked out for scheduling and participants made aware a minimum of one month ahead of the scheduled class.

### **Attire:**

- Dress in weather-appropriate, casual clothes. Please note that clothing may become dirty as a normal result of participating in horse activities.
- Pants and closed-toe shoes are required for Horse Hands. Boots with at least a half inch heel are recommended. Participants not wearing closed-toed shoes will not be allowed to work around the horses.
- Any participant under the age of 18 must wear a helmet. We do provide helmets; however, if you choose to wear your own you must check the helmet refusal box on the liability form. Participants over the age of 18 have a choice to wear a helmet or decline wearing one; the appropriate box must be checked on the liability form. If you choose to bring and wear a helmet of your own, please check the box declining our ASTM/CEI certified riding helmet. Please note that bike helmets are not certified for Equine activities.
- Activities will occur both inside and outside of the barn and arena.
- Remember to use sunscreen and wear a hat for daytime activities and use insect repellent for evening activities.

**Weight Limit:**

- Developed by our Veterinary staff and following CHA guidelines, for the health and comfort of our animals it is necessary for us to limit the weight that our horses can carry.
- All riders must be 250 lbs. or less. This is why it is important to fill out the weight limit portion of your participation packet.
- Instructor staff will be matching riders with horses of the correct size, abilities and training level to meet the needs of the participant.
- Horse Hands instructors reserve the right to determine if a participant is suitable for riding in the program due to horse availability, mounting and dismounting ability, and other factors.

**Possible Reasons for Participant Discharge:**

Participation is at the sole discretion of our trained Horse Hands Instructors and staff. If at any time a Horse Hands Instructor determines that uncontrolled or unacceptable behavior may constitute a safety risk or is otherwise inappropriate, the participant involved may be removed from a particular activity or the entire program.

If it is determined that the participant no longer meets the Eligibility Requirements or failed to disclose not meeting them, they may be removed from the program.

Any violation of facility guidelines, program policies or instructor directives or failure to comply by a participant, family member or guest, may result in the removal of the participant from the program.

The Undersigned agrees to abide by and ensures the Participant complies with all Horse Hands Policies.

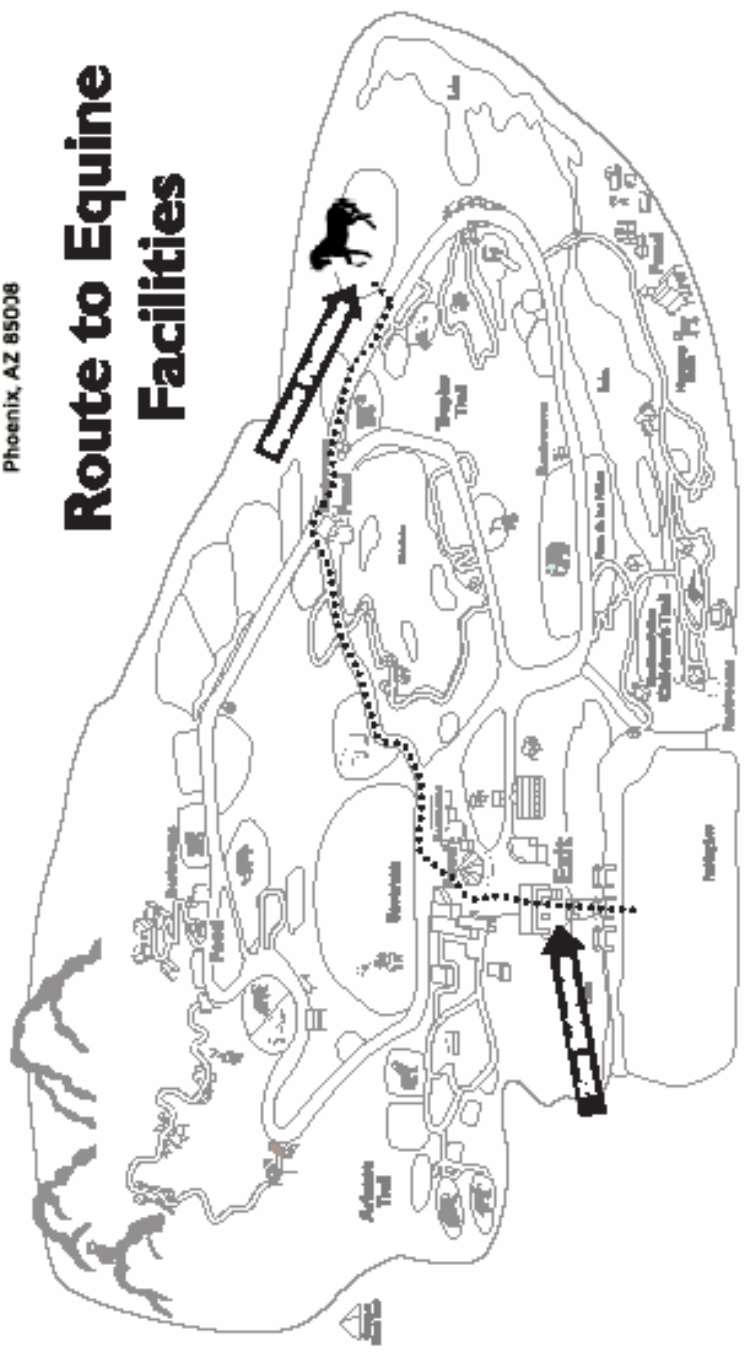
ACCEPTED BY:

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

\_\_\_\_\_  
[Print Name of Parent/Guardian]

Participant Name: \_\_\_\_\_

# Route to Equine Facilities







## **GENERAL EQUINE FACILITY GUIDELINES**

Here at the Phoenix Zoo, we have policies in place for safety and to allow both humans and animals to remain safe and enjoy their bonding experience-

It's the Horse Hands Way!!

### **General:**

- Respect the session area, equipment and animals at all times.
- We ask that Participants always give their undivided attention to Instructors. So that everyone has the same opportunity for an enjoyable, safe experience – please do not talk while your instructor is talking and be respectful of others when speaking or socializing.
- You are encouraged to ask questions during the session and please let us know if there is anything we can do to make your class a better learning experience for you!
- Let an instructor know if you need anything - such as water, a bathroom break, shade or if you are not feeling well.

### **Safety:**

- Please enter the facility and barn only at indicated times and within appropriate areas and stay together in the session area at all times. Wandering away from and straying into other areas of the Zoo is not permitted.
- Never approach or pet an animal without permission from an instructor, and do not approach a horse with a stroller or umbrella.
- Do not feed the animals unless instructed to do so. They are on a specially formulated Zoo diet. Hand feeding and food items from outside of the Zoo are not permitted!
- Refrain from climbing, sitting, or standing on any stall door, fence, or gate including the arena.
- Running in or around the area while horses are being demonstrated is not permitted. Please refrain from yelling, causing loud, abrupt noise or engaging in “horse-play” while in the equine area.
- Please wear long pants and sturdy shoes that fully enclose the foot during all sessions. Helmets are required for anyone under the age of 18 and must be worn during all riding

sessions. Helmets are available to be borrowed for use at the Zoo. Helmets must be treated with care and not damaged intentionally.

- All stalls, arenas and turnout pen gates must remain closed and latched anytime animals are enclosed within those areas.
- Horses may only be tied to secure areas including hitching rails, arena rails, crossties, or stall uprights.
- Parents, guardians, siblings and guests are welcome to observe the arena sessions from the DESIGNATED SEATING AREA ONLY. Please do not approach participants, horses, or stall area during classes.
- Always listen for instruction from the Zoo staff as they are here to ensure a safe and enjoyable learning experience. Please follow all instructions promptly.

The Undersigned agrees to abide by and ensures the Participant complies with all Horse Hands Guidelines.

ACCEPTED BY:

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

\_\_\_\_\_  
[Print Name of Parent/Guardian]

Participant Name: \_\_\_\_\_



**RELEASE OF LIABILITY AND ASSUMPTION OF RISK AGREEMENT/PHOTO RELEASE**  
*READ BEFORE SIGNING*

PARTICIPANT'S NAME \_\_\_\_\_ AGE \_\_\_\_\_  
(Please Print)

Name of Parent or Guardian (if participant is a minor) \_\_\_\_\_  
(Please Print)

IN CONSIDERATION of being permitted to participate among and on horses on the premises of or under the auspices of the Phoenix Zoo Equine program and/or the Phoenix Zoo (hereinafter referred to as the "Operators", on behalf of the participant named above, I acknowledge, appreciate, and agree that:

1) The risk of injury from the activities involved in this program is significant, including the potential for permanent paralysis or death because of the unpredictable nature and irrational behavior of horses regardless of their training and past performance. This risk includes, but is not limited to, my being in the presence of, mounted on, and or/leading horses and includes but is not limited to property damage, injury, or death resulting from the dangers or conditions that are an inherent risk of equine activity. I acknowledge that a horse may, without warning or any apparent cause, buck, stumble, fall, rear, bite, kick, run, make unpredictable movements, spook, jump obstacles, step on a person's feet, push or shove a person, saddles or bridles may loosen or break—all of which may cause the rider to fall or be jolted, resulting in serious injury or death.

2) By signing this RELEASE OF LIABILITY, I UNDERSTAND AND FREELY ASSUME ALL SUCH RISKS, EVEN IF ARISING FROM BEING NEGLIGENT IN CONNECTION WITH MY RIDING EXPERIENCE OR ABILITY INCLUDING BUT NOT LIMITED TO TRAINING OR SELECTING HORSES, MAINTENANCE, CARE, FIT, OR ADJUSTMENT OF SADDLES OR BRIDLES, INSTRUCTION ON RIDING SKILLS OR LEADING AND SUPERVISING RIDERS, OR LEGAL LIABILITY of those persons released from liability below, and assume full responsibility for my participation. I understand that there may be other risks as well, and I agree to assume them; I am not relying on the Phoenix Zoo Equine program to list all possible risks for me.

3) I will comply with all rules and regulations of the Phoenix Zoo Equine program. If I have any questions or observe any unusual or unnecessary hazard during my participation, I will immediately notify the nearest instructor, director, or manager of the Phoenix Zoo Equine program.

4) I feel that the possible benefits to myself/ my child/ my ward of participation in equine activities or being around horses or on the Phoenix Zoo's property are greater than the risk assumed. I hereby, intending to be legally bound, for myself on behalf of my heirs and assigns, personal representatives, and next of kin, waive all claims I have or may in the future have against the Operators and any of their directors, officers, managers, instructors, employees, volunteers and affiliated persons (hereinafter referred to as "Personnel"), release the Operators and Personnel in perpetuity from all liability. I further agree not to seek legal remedy against the Operators or Personnel for any and all personal injuries, up to and including death, property damage and/or other losses I/ my child/my ward may sustain while or as a result of participating

in the Phoenix Zoo Equine programs either on or off-site, or while being on or near the premises of the Phoenix Zoo Equine program due to any cause whatsoever on the part of any one or more of the Operators, the Personnel, or others, including negligence, breach of any other duty imposed by law, breach of any contract, and mistakes or errors in judgment of any kind.

5) I, for myself and on behalf of my child and/or legal ward, have been offered a SEI CERTIFIED ASTM STANDARD Equestrian helmet by the Phoenix Zoo and do understand that the wearing of such headgear while mounting, riding, dismounting, may prevent or reduce severity of some of the wearer's head injuries and possibly prevent the wearer's death from happening as the result of a fall and other occurrences. It is understood that all participants under the age of 18 must wear a helmet to participate in any of the mounted equine programs.

Mark an 'X' below in the box before the statement which describes your choice to wear, or not to wear, an SEI CERTIFIED ASTM STANDARD Equestrian helmet.

{ } PROTECTIVE HEADGEAR ACCEPTANCE: I/We agree to wear a SEI CERTIFIED ASTM STANDARD Equestrian helmet, which the Phoenix Zoo provides.

{ } PROTECTIVE HEADGEAR REFUSAL: I/We decline to wear any type of protective headgear and/or will provide MY/OUR own. I/We accept full responsibility for MY/OUR safety in this decision.

6) I agree that this Release and Agreement will be governed in all respects by the laws of the state of Arizona.

***\*\*DISCLOSURE\*\* UNDER ARIZONA STATE LAW, AN EQUINE OWNER OR AGENT IS NOT LIABLE FOR AN INJURY TO OR THE DEATH OF A PARTICIPANT IN EQUINE ACTIVITIES RESULTING FROM THE INHERENT RISK OF EQUINE ACTIVITIES PURSUANT TO ARIZONA REVISED STATUTES 12-553.***

I HAVE READ THIS RELEASE OF LIABILITY AND ASSUMPTION OF RISK AGREEMENT, FULLY UNDERSTAND ITS TERMS, UNDERSTAND THAT I HAVE GIVEN UP SUBSTANTIAL RIGHTS BY SIGNING IT, AND SIGN IT FREELY AND VOLUNTARILY WITHOUT ANY INDUCEMENT OR COERCION BY ANYONE.

X \_\_\_\_\_ Date Signed \_\_\_\_\_  
\_\_\_\_\_ Client/Volunteer/Parent or Guardian of Minor (under 18)

**PHOTO RELEASE**

I { } **DO** { } **DO NOT** consent to and authorize the use and reproduction by the Phoenix Zoo of any and all photographs and any other audio/visual materials taken of me/my child/my ward/my guests for promotional material, educational activities, exhibitions or for any other use for the benefit of the Phoenix Zoo.

X \_\_\_\_\_ Date Signed \_\_\_\_\_  
\_\_\_\_\_ Client/Volunteer/Parent or Guardian of Minor (under 18)

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Emergency Contact for Participant \_\_\_\_\_

Relationship to Participant \_\_\_\_\_

Emergency Contact Phone \_\_\_\_\_



## **PARTICIPANT APPLICATION**

### **General Information**

Participant Name: \_\_\_\_\_

Weight: \_\_\_\_\_ Age: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Home phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Parent/Guardian's Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

Emergency Contact: \_\_\_\_\_ Relationship: \_\_\_\_\_

Phone#: \_\_\_\_\_

### **Voluntary Health Disclosure**

*(Completion of this section is voluntary)*

*Do you have any health restrictions, impairments, or recent injuries that we should be aware of so that we can better serve you in your lessons, or in the event of an emergency?*

\_\_\_\_ *No*

\_\_\_\_ *Yes (Please indicate below)*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

\_\_\_\_\_  
[Print Name of Parent/Guardian]