

Frequently asked Questions and Answers:

Q~What should I wear ?

A~ Long pants and closed toe shoes are mandatory.

Q~ Are helmets available and mandatory ?

A~ We provide equestrian certified helmets and are recommended for adults but optional, all minors are mandatory.

Q~ Is there age limits?

A~ We have a flexible age limit policy yet (no child under 3 years of age is authorized) All minors under the age of 8 years will be ponied for extra safety. This is also based on company's discretion during booking process. Final decision may be made on day of at wrangler's discretion.

Q~ Is there a weight limit?

A~ We have a flexible weight limit yet is also dependent on company's discretion upon booking process. Final decision will be made on day of at wrangler's discretion.

Q~ Do you have a way to help me on the horse?

A~ Yes, we provide a mounting block to assist all mounting and dismounting.

Q ~ Do you have to know how to ride?

A~ No, we have horses for the timid, beginner riders or riders that have never ridden.

Q~ Can I "Run"?

A~ At wrangler's discretion pace may be increased on selective ride locations only. (Must be experienced/advanced rider to do so.)

Q~ What if I'm late?

A~ All riders must arrive 10-15 minutes early to sign your waivers and get fitted into your helmets and saddles and get introduction to your horse. If riders arrive late they must forfeit their ride time with no refund of their deposit or full payment. Other option is to reschedule.

Q~What is your cancellation policy?

A~ We require a minimum of a 24 hour notice of cancellation for rides in order to refund deposit or full payment. If a rider does not show up with their group on that day and without notice they will still be charged for their ride.

Q~ Can I add a rider last minute?

A~ We haul our herd of horses out every morning and pair each rider up with a specific horse and saddle dependent on weight and experience level prior to ride start time. So no last minute additional riders are allowed.

Q~ What if it rains us out or is too hot to ride?

A~ We watch weather very closely and by 8am the morning of your ride we make the call to cancel rides and give full refunds or reschedule rides when extreme weather is related.

Q~ What should I bring?

A~ All purses and backpacks are to be left behind. However we do supply each saddle with a small saddle bag for cameras and cell phones or any other items needing to be part of the ride. Also, all saddle bags will be supplied with a cold bottled water.

Q~ Can I ride if I'm pregnant?

A~ Under no circumstances at any point in a pregnancy will you be allowed to ride.

Q~ Can we ride doubles?

A~ No, we do not authorize any doubles riding

Q~ Do you offer group rates or discounted rates for children?

A ~ We do not offer any discounts for large groups or minors.

Q~ Is there a minimum or maximum amount of riders allowed to book?

A~ We can host single riders (adding them to another group) or private rides at an additionally cost. We can take a max group size of 14 riders depending on ages and weights of each rider in the group.

Q~ How far in advance do we need to book?

A~ During Spring and Summer (peak season) a 2 week prior booking is advised to get the ride location and start time you choose. However last minute bookings (day of) is always a possibility, just call!

Q~ What times of day are rides available?

A~ Depending on the season ride start times vary. Fall months typically are 11am , 1pm or 3pm
Spring months are 11am, 1pm 3pm and 5pm
Summer months (to avoid excessive heat) 9am , 10am, 4pm, and 6pm.

Q~ How do we make a reservation?

A~ Please call or email to go over all ride details and to secure your reservation with a minimum deposit of half the amount of riders attending.

Q~ What kind of payment do you accept?

A~ We accept ALL major credit cards/ debit cards. We process payments through “The Square” app and send a confirmation receipt via text. We also accept payment through “Venmo”. If you prefer to pay cash you may do so at the end of the ride. *Gratuity is not expected but very much appreciated.

Q~ Do you offer gift certificates?

A~ Yes, You can purchase a ride or dollar amount and we will send you the gift card in the mail that day. They do not expire!