

River Ranch Educational Charities



FREQUENTLY ASKED QUESTIONS

ADMISSION, PONY RIDES, HORSEBACK RIDING, PARTIES & THE CHARITY

VISITS, TOURS & ADMISSION:

- 1) Can I just stop by for a visit or do I have to call ahead of time?

Due to our ongoing large &/or private events plus our additional equine services & seasonal activities at Storybook Ranch, **you will need to call ahead for our scheduled “Open to the Public” times each week.**

- 2) How much is the admission? What is included in the admission fee?

Admission: For those visitors (adults & kids) not purchasing a lesson, trail ride or party, the admission into the ranch is \$10/child and \$5/adult.

This includes: our sweet petting zoo family with a variety of animals to explore and pet, the bounce house (for visitors under 10) plus admission to see our Historic Western Town located within a 5 minute walking distance just on the other side of our spring fed creek. (Picnic tables may be available at our playground area but are not guaranteed.) Kids under 2 are free of charge.

If a scheduled event prohibits your group from touring the western town, there is no charge for the adults.

PONY RIDES:

- 1) What is the age requirement for Pony Rides?

There is no true minimum age requirement for Pony Rides **if** the child/toddler has assistance or “spotters” on **both sides** of the pony to keep the child balanced and safe. Otherwise, the average age a child can ride the pony without needing to be “held onto the pony” is approximately 4 years of age. All children are different, as are their varying attention spans, physical sizes, levels of strength & coordination. If you feel you will need assistance, let the office staff know when you call to check our weekly Pony Rides schedule & we will check our staff & volunteer availability to provide assistance at the time of your visit. The maximum weight of a youth for doing a pony ride is 80lbs.

- 2) Do we have to call ahead to do a Pony Ride?

Due to our ongoing large &/or private events at Storybook Ranch, you will need to call ahead for our scheduled pony ride times each week.

3) Are the ponies on a carousel?

Our ponies are not on a carousel, providing a more “hands-on” experience! Parents, you have the opportunity to lead the ponies around yourself or *if available*, we will provide a volunteer to assist you and your child.

HORSEBACK RIDING & TRAIL RIDES:

4) What is the age requirement for Trail Rides?

They have to be at least 7 years old and 70 lbs. – NO EXCEPTIONS. Below this age and weight, they can ride the ponies. We are concerned that under this weight and age they are normally not strong enough to be able to restrain the horse in the event the horse was to take off. (The average weight limit is 240lbs.)

5) How long are the trail rides?

One hour and with a trail guide to lead you.

6) What is the ratio on the trails?

It is 1:5.

7) Where do you go on the trails?

We have trails, trees, meadow areas and a spring feed creek for your riding pleasure.

8) Can we double ride?

No. It is considered negligence under the Texas Equine Law and it is unsafe for children.

9) Do you offer Leasing or Boarding?

We do not offer Leasing or Boarding.

LESSONS:

1) How many lessons do you recommend we purchase?

It depends on how serious you want to get. If you just want a “good” level of riding experience, then 5 lessons should do. If you want to get your riding skills to where you can canter the horse and are planning on getting into riding on a consistent level, then we recommend the 10 lesson package.

2) Do you do group lessons?

Yes we do. A group consists of a minimum of 2 people and a maximum of 5 people.

Who teaches the classes?

We have experienced lesson instructors on staff. Please always let the management know if you request a certain instructor when booking or if there are concerns or issues with your lesson.

3) Do you recommend ½ hr or 1 hour?

For 5-6 yr olds, we recommend ½ hr. Above 7, 1 hr lessons are recommended.

4) Do you supply helmets?

Yes, we have helmets, however most people purchase their own. You can check with Pet smart at Hwy 75 or any other tack store in the area.

5) Can I request a certain horse?

Yes you can, but it is not guaranteed that you will get that same one every time.

6) When are lessons booked?

We book lessons anytime during our regular hours of operation. Please confirm hours of operation due to private events, the different seasons & time changes. Weekends get full fast, so if that is the only time you can schedule, calling 2 weeks in advance will ensure the day and time you want. Weekdays work very well, too, because it is not so busy.

KID'S PARTIES:

10) What age do you recommend for each party?

We recommend for 6 and under the "Posse" party. Along with all the extras', the main reason is the 2 ponies. You have to be 80 lbs and under to ride the ponies and these ponies are just the right size for your little cowpoke. The kids can brush them, feed them treats (you can bring sliced apples and carrots to feed or we have treats here you can buy) and enjoy riding them. We can either have the wranglers lead them around for you or the parents do it themselves, whichever you prefer.

For parents who have older and younger party guests, we recommend the "Cowboy Combo". You get a horse for the older cowpokes and a pony for the younger ones.

For the older kids, we suggest either the "Round Up" or the "Bonanza". You get 2 horses, led in our large back yard area by our Wranglers, whereas with the Bonanza, each party guest gets their own horse. Depends on your budget and how experienced your guests are. Remember, on the Bonanza, they have to be at least 7 and 70 lbs.

11) Do we have some help with the party?

Yes, you can have two wranglers assigned to you per party. Gratuity is 15% and will be divided between your wranglers. They will help you during the entire party and they will clean up the party area when you leave.

12) Are food and drinks provided?

Food, drinks, plates, cups and plastic ware are not included in the Kid's Party packages but we do have wonderful food and beverage options that you can order through one of our event coordinators! Please check with the office for menu options & pricing. We offer sandwich options, a hamburger/hotdog bar, appetizers and full meals. Alcohol requires a \$10 cover charge per person and must be pre-approved by the management. The \$10/person charge covers our Temporary Alcohol and Liability Insurance.

13) Can I bring in my own food and drinks?

The outside food & drinks allowed at our Kid's Parties are: Cake, Ice Cream, Pies, Cupcakes, Cookies, Pizza, Chips, Dip & Drinks. The parties do not include any food or beverage items, utensils, plates or cups. We do offer great sandwich plates with chips. Call for pricing and details. Alcohol requires a \$10 cover charge per person and must be pre-approved by the management. The \$10/person charge covers our Temporary Alcohol and Liability Insurance.

14) Is there an agenda we have to follow during the party?

No, the areas available for your party & all amenities will be pointed out to you by your party wranglers. You decide the order of activities for your party guests & then just enjoy all of the areas included in the package!!

15) Any other suggestions or requirements for the party?

YES! All party guests must have their name on a waiver. (1 per family & only 1 per current year) We recommend you let your guests know via the invitation to download the waiver from our website and bring it in filled out and turn into the office.

Also, we suggest making zip-lock baggies full of sliced apples and carrots for the children to feed the horses and ponies – they love doing this and the horses do too! Also, ask your guests to please arrive promptly at the beginning of the party, dress appropriately for ranch fun and a great day.

LARGE EVENTS:

★ 16) How can I get some information on a Company Party, Wedding or Family Reunion?

For larger events, just ask for our General Event Packet or ask for one of our awesome event coordinators!

THE CHARITY:

17) Is Storybook Ranch a charity or a non-profit?

- Storybook Ranch is the home of River Ranch Educational Charities, a 501©3 non-profit for the Underprivileged and those with Special Needs.
- Our charity was started in 2003 in conjunction with the vision that “ALL DREAMS CAN COME TRUE”.
- The estimated value of donations and scholarships given out by River Ranch Educational Charities in 2012 is over \$150,000.
- Our purpose is to provide healing & uplifting resources through the gift of the horse, animal, nature & ranch experience to all individuals. Our dream is to conserve a piece of nature within the city limits and make our facility fully accessible for all those in our community & most importantly to the underprivileged and those with special needs.
- We offer scholarships and donations for horseback riding, numerous kid's activities, kid's parties, school tours, boy scout and girl scout badges, horse camps plus seasonal events.
- Our charitable services are also offered to non-profit organizations including churches, schools & other government agencies that are also contributing their efforts to the betterment of those less fortunate.
- 100% OF ALL PROCEEDS SUPPORT NON-PROFIT ENDEAVORS

WE LOOK FORWARD TO SEEING YOU AT THE RANCH!