

Frequently Asked Questions

- **What should I wear?** We suggest wearing long pants – capri length or longer (if you opt to wear shorts, we highly recommend longer shorts), closed toed shoes, and weather appropriate outerwear for cold or rainy conditions. Dressing in layers during colder weather allows you to add or subtract a layer for your comfort. In our camp store we sell gloves, ponchos, and sweatshirts if you realize that you have forgotten one of those items.
- **What if it is raining/your weather policy?** We ride rain or shine. The only time we would delay or cancel a ride would be due to lightening, hail, high winds or extremely heavy rainfall. Typically, storms pass quickly and we only have to delay the ride for a short amount of time. However, if unsafe conditions present themselves suddenly while you are out on the trail, you may have to walk as far as a mile in wet, muddy, or otherwise hazardous conditions before we could be able to pick you up in a vehicle.
- **What is your cancellation Policy?** We require a 24 hour cancellation notice. If you cancel within the 24 hour time frame or if you do not show up for your ride, you are subject to being charged for the full amount of the ride.
- **What forms of payment do you accept?** We accept Cash, Visa, MasterCard or Discover. We require your credit card information upon booking your ride including Card number, expiration number, security code and zip code.
- **Can we ride double on a horse?** No. For the health and safety of our riders and horses, as well as National Park regulations, we do not allow any doubling on our rides.
- **What if I am inexperienced/have never ridden?** A large percentage of our guests have very limited, if any, riding experience. We have seasoned trail horses for all levels of riders.
- **Can we Trot/Canter/Gallop?** No. For the safety of our horses and riders, remote trails, and park regulations, our rides are at a walking pace only.
- **Are snacks/water provided?** No, however, we do have vending machines for our guests to use at the stable.
- **Can I bring a backpack/purse?** Yes, all packs must weigh less than 10 pounds and are required to be hung from the saddle horn on your horse's saddle.
- **Are there facilities on the trail?** No, unless you consider the great outdoors a facility. We do have bathrooms at the stable and suggest you use them before you leave for your ride.
- **Do I have to make a reservation?** No, however, if you decide to walk in, we *cannot* guarantee that we will have horses available for you to ride. Therefore, reservations are highly recommended. This ensures that you are able to ride on the day and at time that you want.
- **Do I need to arrive prior to my scheduled ride?** Yes, we require all riders to arrive 30 minutes prior to their scheduled time to go over registration paperwork, payment, and a safety orientation.
- **What kind of saddles do you ride in?** We use western saddles on all of our horses.
- **Can we bring our own saddles?** No, we do not allow our guests to bring their own saddles.
- **Am I required to wear a helmet?** Horseback riders that are 12 years and younger are *required* to wear a helmet. Riders aged 13-17 can ride without a helmet with permission from their Parent/Guardian. We do, however, recommend helmets to all of our guests.
- **Are there any age restrictions for horseback riders?** Yes, all horseback riders must be 5 years old or older, no exceptions. We do offer a wagon ride for riders that are under the age limit, as well as those who cannot, or do not want to ride.

- **What kind of horses do you have?** Our herd of 50+ includes Quarter horses, Paints, Tennessee Walkers and Draft Crosses. Visit our “Meet your Mount” page to see a short description of some of our stellar guest horses!
- **How old are your horses?** Most of our horses range in age from 6-16.
- **Can we pick the horse we ride?** Our horses work on a rotating schedule, although we do strive to accommodate your preferences, your horse is selected based on your size, riding experience, and ability. Therefore, we do not allow our guests to select their horse.
- **Can we bring treats/apples for the horses?** Yes, however, we do not allow hand feeding of the horses. This encourages the horses to start searching for food in people’s hands and can cause someone to be bitten unintentionally. All treats should be given to the office staff or manager on duty so they can be added to their feed bucket in their stall.
- **Do your horses get to go onto pasture?** Of course! All of our horses work on a rotating schedule meaning they each get to go on pasture throughout the season. We have several hundred acres of pasture for them to graze on throughout our season. Also, all of our horses are off November through March to be on pasture.
- **Can I bring my own horse on your guided rides?** No, for the health and safety of our horses and guests, as well as park regulations, we *do not* allow personal/non-stable horses on our guided rides.
- **Can I bring my dog/pets with me?** No, we do not have the accommodations to board your pets with us while you are on your ride. Please make arrangements for your pets prior to arriving at the stable. If you need to board your animal prior to your ride, there are a couple options in the area:

Cherokee Animal Care Clinic: (828) 497-3401

Mariners Manor: (828) 554-1360

Featured:

Simply Taralynn Blog: <https://simplytaralynn.com/2017/11/10/jackson-county-gem-waiting-discovered/>

Cindy Farmer Fox 8 News: <https://myfox8.com/2013/05/21/smokemont-riding-stable-in-cherokee-video/>

Only in Your State:

<https://www.onlyinyourstate.com/north-carolina/horseback-waterfall-tour-cherokee-nc/>

Only in North Carolina:

<https://www.onlyinyourstate.com/north-carolina/fall-foliage-horseback-waterfall-tour-cherokee-nc/>