

Woodbine Stables

Terms and Conditions

1. All clients:

- Must have completed a **Rider Registration Form** before riding a horse. This will be countersigned after the lesson by an instructor.
- Must resubmit their **Rider Registration Form** if their details change (the responsibility falls to the parent/guardian if the child is under 18).
- New clients are required to attend a mandatory Assessment/Introduction Lesson before being allowed to book anything else. This allows us to ascertain your riding level.
- Previous clients returning to us after 12 months or more may be asked to complete another Assessment Lesson.
- We reserve the right to refuse you to ride a particular horse/pony if we feel that the safety of the rider or horse is in question.
- We reserve the right to refuse you to ride if you are heavier than 14 stone.
- Instructors reserve the right to refuse to teach a client for any reason.
- You reserve the right to request another Instructor subject to availability.

2. Punctuality and arrival times:

- Please arrive 10 minutes before the start of the lesson/hack/pony ride to allow time for hat fitting.
- We aim to run on time and stick to the timetable, but occasionally lessons may run over time for whatever reason, so please bear with us.

3. Cancellations:

- We operate a No Refund Policy. This is a condition of booking.
- No credit or transfers are given for late cancellations.
- All bookings require a minimum of 48 hr notice from the booking day to cancel, for example if your lesson is on Saturday at 12 cancellation must be on the Thursday before 12.
- Full fees are payable without exception, unless the relevant notice is given to terminate the lesson. Cancellation should be via telephone, text or in person. Please note we do not accept cancellations by email.

4. Bad weather or adverse conditions:

- Activities might be cancelled in extreme weather.
- You should call us before you leave for the centre if the weather is in doubt.
- Riding might be cancelled when the following weather or conditions are occurring:

Heavy snow.

Heavy rain and/or flooding.

Hurricane force winds.

Electrical storms.

Power failure (no lighting for outdoor school).

5. Vouchers purchases and redemption:

It's a condition of purchase that:

- The intended rider has no medical conditions that require doctors' approval.
- Vouchers are valid for 365 days. No refunds available.
- All bookings are subject to availability.

6. Safety equipment and riding wear:

- Every time you handle a horse you are required to wear the appropriate P.P.E (Personal Protective Equipment).
- **Riding Helmets:**
Hats (all types): should be PAS015 or BSEN1384 standard (or better).
Must be worn and fastened at all times while riding a horse.
Must be worn and fastened at all times while handling or a horse.
We strongly advise all customers to purchase their own helmet as soon as possible.
We recommend against purchasing second hand riding helmets in case they have been damaged.
- **Body protectors:**
We DO NOT provide body protectors.
We strongly recommend that you wear one whenever riding.
This is especially important if you take part in jumping classes.

- **Riding footwear:** clients must wear appropriate footwear while riding.
Allowed footwear:
Jodhpurs boots
Leather riding boots
- **Disallowed Footwear:**
Trainers
High heels
Sandals
Hiking boots
- We reserve the right to refuse footwear we deem unsafe
- We **recommend** toe protection whenever handling a horse.
- **Jewellery:** you should not wear jewellery of any kind, anything you wear you do so at your own risk.
It's the parents' responsibility to check their child isn't wearing jewellery.

8. Extra visitors and/or friends of the family:

- Children must be always supervised by a legally responsible person and remain seated and quiet whilst lessons are in progress and not to run around the gallery unsupervised.
- Parents are advised not to leave your children unattended at any time during their stay.
- If spectating in the gallery, please remain as quiet as possible, and in full view of the horses/ponies & Instructor always, please do not use umbrellas as they can scare the horses.
- Whilst spectating, the instructor reserves the right to ask you to leave the viewing gallery if they feel the safety of the rider or horse/pony is in question.
- Please can we ask that you do not watch lessons with dogs, if clients bring their own pets onto the grounds/premises then please feel free to walk up the road.

9. General:

- There are No Entry type signs and notices posted around the facility, you must acknowledge and obey them, ignoring them is at your own risk.
- There is no entry into the fields and hay barn.
- Maximum speed 5mph on the premises.

- Movement of horses & ponies and farm equipment around the yard and surrounding areas is unavoidable and we ask you to always give way to them.
- We have many different warning signs all over the yard, they are there for a reason, you must obey them. We reserve the right to ask you to leave the yard at any time if we think you are a danger to yourself.
- We have a strict no smoking policy, if you are caught you will be asked to leave.
- We can't be held responsible for any damage to your transportation while on the premises/grounds.
- We can't be held responsible for damage, theft or loss of your personal property while it's on the premises.
- All animals are unpredictable, do not feed the horses & ponies at any time. Don't enter any field, or paddock unless authorised.
- **RIDING IS A RISK SPORT** - your choice to ride is voluntary. We take all reasonable care to provide suitable and safe horses and ponies for all our clients, but horses can be unpredictable. You must understand that you can be injured taking part in this sport.
- **No video or phone video to be published on youtube or similar websites without Yard manager permission.**

10. Agreement of terms:

- If you do not agree with any of our Terms and Conditions, then you do not have permission to enter the premises, and any bookings are null and void. Our no Cancellation Policy applies in this situation. Because our Terms and Conditions are available online and on request at any time, you have every opportunity to read them before booking any activity and a refund will not be available on failure to accept them.