



GENERAL TERMS & 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.

2. Must resubmit their Rider Registration Form if their details change. (the responsibility falls to the Parent/Guardian if the child is under 18).

3. 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.

4. Our current maximum weight limit is 13 stone.

5. Punctuality and Arrival Times:

- Please arrive 10 minutes before the start of the lesson/pony ride to allow time for hat fitting.
- Please do not arrive any earlier as you may not be permitted to enter the premises.
- Unfortunately, if you are late, we cannot make the lost time up as other clients will be waiting for their lessons to start on time.
- If we are late for whatever reason, we will make up your lesson time.

6. New Clients that have ridden previously:

- Are required to attend a mandatory Assessment Lesson before being allowed to book any subsequent lessons. This allows us to ascertain your riding level.

7. Previous Clients:

- If you've not been riding with us for a year or more. We reserve the right to ask you to complete another Assessment Lesson.

8. Payments:

- All bookings require payment at the time of booking. If unpaid 24 hours prior to the activity your booking will be removed/cancelled.
- It is a condition of booking that you accept our No Refund Policy.
- If you fail to attend, you will be required to pay in full.

9. Cancellations:

- We operate a No Refund Policy. This is a condition of booking.
- No credit or transfers are given for late cancellations.

10. Late Cancellations:

- Lessons & School Hire minimum 48hrs
- Events e.g. Clinics minimum 3 days
- See our Bad Weather Policy below (10)



11. Instructors: Instructors reserve the right to refuse to teach a client for any reason.

12. Bad Weather or Conditions:

- We reserve the right to replace ridden activities with stable management lessons in extreme weather conditions. The Centre will inform clients if their ridden activity is to be replaced with stable management lessons. It is at the clients discretion as to whether they wish to attend the session or not but no refunds or reschedules will be provided if the client chooses not to attend.
- Riding activities will be replaced with Stable Management when the following weather is occurring:
 - Torrential and excessive rain.
 - Heavy snow.
 - Thunder storms and/or Flooding.
 - High to Hurricane Force Winds.

13. Extra Visitors and/or Friends of the Family & animals:

- Children must be closely supervised at all times by the person accompanying them to the Centre. They are responsible for the close supervision their children at all time whilst on site until they are under the instruction of the instructors in the arena.
- Parents/guardians are not to leave children unattended at any time during their visit to Catherington Equestrian Centre.
- If spectating, please remain as quiet as possible, and in full view of the horses/ponies & Instructor at all times.
- Whilst spectating, the Instructor reserves the right to ask you to leave the area if they feel the safety of the rider or horse/pony is in question.
- Young Children: Must be closely supervised at all times by the person accompanying them to the Centre and remain seated and quiet whilst lessons are in progress and not to run around the gallery.
- Public areas are designated on the registration forms and signage displayed, relating to areas that the public are NOT permitted. If any members of the public access these areas without prior signed consent they do so entirely at their own risk.
- NO other animals are permitted on site except for guide dogs and horses/ponies booked in for lessons.

14. Any other horses or ponies visiting Catherington Equestrian Centre must be up to date with and fully vaccinated. We reserve the right to restrict access to those that do not comply at your own cost.

15. Movement of Horses & ponies and Farm Equipment: Horses, ponies and centre equipment movement around the yard and surrounding areas is unavoidable and we ask you to give way to them at all times.



16. Out of Bounds:

- The following locations are Out of Bounds without written permission from management, you must not enter them and you do so at your own risk:
 - Stable Yard including but not limited to:
 - Any Stable Boxes.
 - Any Compartment's or Lean Too Shelters.
 - Tack Rooms.
 - Feed Rooms.
 - Barns.
 - Sheds or other Buildings.
 - Fields or Paddocks.
 - House and its Grounds except for access to the toilet.
 - Locked/Closed/Enclosed Areas or Buildings

17. Smoking Policy:

We have a Strict No Smoking Policy, if you are caught smoking you will be asked to leave.

18. Pets: We don't allow any clients to bring their own pets onto the grounds/premises. Guide Dogs are permitted.

19. Horses/Ponies: All animals are unpredictable, Do Not Feed the Horses & Ponies at any time. Don't enter any field, box or make contact with a Horse or Pony at any time, without prior authorisation from a member of Management

20. Cars, Bicycles: We can't be held responsible for any damage to your transportation while on the premises/grounds.

21. Personal Property: We can't be held responsible for Damage, Theft or Loss of your personal property while it's on the premises.

22. OTHER: Please note:

- Clients leaving Catherington Equestrian Centre by car must give way to incoming traffic or safety reasons.
- Parking is not permitted at the bottom of the house drive or on the laybay/public highway.
- The drive is not a footpath and is PRIVATE PROPERTY access is not permitted except to access the toilet.
- Walking along the drive is entirely at your own risk.
- Maximum Speed on the premises is 5mph.

23. **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. All animals can be Unpredictable. We strongly advise you to take out full personal accident cover.



24. PLEASE NOTE: Catherington Equestrian Centre, Owners, Staff and Managing agents cannot be held responsible for any accident, injury or loss to any persons or their property whilst on these premises or whilst out hacking, eventing or showing.

25. PARKING: Catherington Equestrian Centre accept no liability for any cars parked on the premises. Parking is to on the designated parking area only.

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

Competition Terms and Conditions:

1. All our normal terms and conditions apply (see above).
2. Prizes must be claimed within 1 month of the competition ending or they will no longer be valid.

Gift Voucher & Lesson Voucher Terms and Conditions¹:

1. Gift vouchers are valid for 12 months from purchase date.
2. Lessons that are allocated to vouchers due to client cancellations/rescheduling of lessons are valid for 2 months from date of allocation.
3. Lessons that are allocated to vouchers due to Centre cancellations/rescheduling of lessons are valid for 3 months from date of allocation.

Group Lesson Payment Terms and Conditions

1. Group lessons are to be paid for monthly in advance via standing order on the 1st of each month. These are calculated as per below:
 - a. Cost of lesson x 51 (the Centre is open 51 weeks per year) – 10% (savings with block booking) / 12 (months of the year).
2. The payment will cover weekly lessons and your lessons slot will be reserved for you at all times until you decide to cancel.

¹ Lessons can take place outside of the validity period however they must have been booked in within the validity period.



3. If your standing order is unpaid your lesson slots will automatically be reopened and available to other clients that are on the waiting list.
4. Group lessons can be cancelled with one months **written** notice (by email – NOT Social Media, Text or Whatsapp messages).
5. If you are unable to attend your lesson and provide us the relevant notice as per General Terms & Conditions Cancellation Policy we will allocate your lesson to a Lesson Voucher. Lesson Vouchers are valid as per Gift Voucher & Lesson Voucher Terms and Conditions above.
6. Only two active lesson vouchers are able to be allocated and live on the system at one time².
7. Lesson vouchers can be used towards any activity at the Centre. Any additional funds required must be paid at the time of booking.

Loan Scheme Terms and Conditions

1. You will be required to sign a loan agreement.
2. You will have access to your chosen Horse or Pony at the agreed times and for the agreed purposes as detailed within the loan agreement.
3. We request that loaners have their own Riders Insurance (available to BHS gold members or independently through equine insurance companies).
4. Payment must be made by standing order on the 1st of every month.
5. If your standing order is unpaid your Horse or Pony will automatically be relisted as available to other clients that are on the waiting list.
6. You can cancel your loan agreement with one months **written** notice (by email – NOT Social Media, Text or Whatsapp messages).
7. We reserve the right to cancel your loan agreement with immediate effect if we feel that you may be endangering yourself or the Horse or Pony. Should this occur, you will receive a refund of your remaining loan agreement fees for the month.

² Unless CEC have had to reschedule a number of your lessons due to weather or other unforeseen circumstances.



Sponsorship Scheme Terms and Conditions

1. You will have access to your chosen Horse or Pony at the agreed times and for the agreed purposes as detailed within the Sponsorship agreement.
2. We request that Sponsors (Ridden) have their own Riders Insurance (available to BHS gold members or independently through equine insurance companies).
3. Payment must be made by standing order on the 1st of every month.
4. If your standing order is unpaid your Horse or Pony will automatically be relisted as available to other clients that are on the waiting list.
5. You can cancel your Sponsorship agreement with one months **written** notice (by email – NOT Social Media, Text or Whatsapp messages).
6. We reserve the right to cancel your Sponsorship agreement with immediate effect if we feel that you may be endangering yourself or the Horse or Pony. Should this occur, you will receive a refund of your remaining Sponsorship agreement fees for the month.