

**Booking Terms and Conditions**

**Filming and photography**

We have a strict no filming or photography policy. Photos are only allowed at the end of the lesson when parents or friends are invited into the arena to take a photo. Please ensure none of our staff or volunteers or other riders are in the photograph. We reserve the right to refuse custom to people who repeatedly break this rule.

**Rearranging or cancelling your lesson**

We require 48 hours notice to rearrange or refund your lesson. We understand that sometimes things happen that you can’t foresee, however we are unable to absorb the cost of short notice changes.

**Booking on the day**

We organise our horse workloads first thing in the morning. For that reason we are unable to accommodate on the day bookings. Please book at least one day ahead.

**Requesting horses or coaches**

You can request to ride a particular horse or have a particular coach in the notes area when you book. We will do our best to accommodate requests if it fits into that horse or coach’s work pattern, but we do not guarantee it. Horses and humans need their work to be carefully managed so that they have regular breaks, days off, holidays and an appropriate and varied workload.

**Keeping your records up to date**

We require riders to keep their records up to date. This is particularly important for rapidly growing children! Please update height and weight regularly so that we can allocate an appropriate horse. Please also update any medical information if or when it changes.

**Group lessons with only one rider**

Occasionally only one rider will book onto a group class. In this instance the lesson will be taught as a half hour private lesson at no extra cost.