

# Procedures for Lessons at Arrow Equestrian

**Please read them so that you can help us to help you**

## Covid and Flu

Covid seems to be a thing of the past but no one likes to catch a nasty bug. If you have covid or flu like symptoms and/or you test positive for covid within 48 hours of your visit, please cancel and you will get a full refund or you may transfer your payment to another lessons

## Booking

- I. Prior booking is mandatory for all lessons
- II. Payment in advance (BACS) confirms your booking. Please note that I do not take card payments
- III. BACS : Weston House Farm Sort Code Sort Code: 20-39-64 A/c 40601373
- IV. You must complete a Rider Registration form prior to your first lesson, (available on the website,).

## Cancellation and Refunds

- I. Full refunds will only be given if you or I cancel due to covid/flu
- II. Your lesson fee will be transferred to another date if you give more than 1 weeks notice.
- III. There is a cancellation fee of £10 if you cancel with less than 1 weeks notice.
- IV. The cancellation fee is £20 if less than 48 hours notice.

## Lessons

- I. Ridden lessons on your own horse are "private" and one-to-one
- II. Lessons on the Equine Simulator are also one-to-one but coming with a friend is of benefit as you can watch and/or film each other.
- III. Riding hats must be to the current safety standard and are optional on the Simulator **only**.
- IV. Wearing a body protector is at your own discretion.
- V. Please ensure you have proper riding boots/shoes if riding with stirrups. Trainer type footwear is unsafe and not permitted
- VI. Lessons on the simulator often involve "hands on" by the instructor. If you are uncomfortable with this, please ensure that this is written on your Rider Registration form and tell your instructor.
- VII. A combined simulator session and a riding session can be arranged at an extra cost. (see price list)

## Directions

- I. Arrow Equestrian is based at Weston House Farm, (HR6 9JE), approx. ½ mile off the A44 between Pembridge and Kington.
- II. what3words: rare.unicorns.loft
- III. The indoor school is on the left if coming from the A44
- IV. The stables and the Equine Simulator are on the opposite side of the road. Go through the double wooden gate.

- V. There is ample parking for cars and/or trailers/lorries.
- VI. Unloading by the stables enables you to close the gates to prevent your horse escaping onto the road. You are responsible for your own horse at all times.
- VII. Please arrive promptly but if delayed please text on 07966 526 239.

## **Bio security and Prevention of Disease**

- I. Washing and sanitising your hands frequently and thoroughly helps prevent the spread of disease. Please make use of the facilities which are provided for your use.
- II. This is especially important if you and/or your horse are coming from another yard or you have been in contact with other horses.
- III. Please ensure that any equipment or clothing is clean before entering the school or stables.
- IV. Please do not touch the horses in the stables without the owners permission. Treats are not allowed.

## **Toilet Facilities**

- I. Staff toilets are next to the kitchen area in the tack room in the stable yard and can be used at your own discretion. Further toilets are in No 3 Unit in the top yard (ask for directions).
- II. Do NOT dispose of wipes or any sanitary wear in the toilets – use the bins provided.

**Contact Sue: 07966 526 239**

**Please enjoy your riding safely and with respect for others**