



Pinkmead Farm, Curbridge, Southampton, SO30 2HA  
Telephone: 01489 783087  
Email: info@pinkmead.co.uk

## TERMS & CONDITIONS (including cancellation policy)

1. I understand that riding has an inherent risk and that all horses may react unpredictably on occasions and not always respond as expected.
2. I may fall off and may be injured. I accept that risk.
3. I understand that instructions are given for my safety and agree to follow instructions given to me by staff and instructors of the riding school.
4. I reserve the right not to ride a horse allocated to me and may request a change of instructor.
5. I understand that wearing an appropriate riding hat and body protector may reduce the severity of an injury should an accident happen. I will always wear a riding hat to PAS015 standards and must have a BSI kite mark. It is the responsibility of the person riding to check that their hat meets the safety standards. We only offer hat hire to our Level 1 (beginner) and Level 2 (walk/trot) riders, however, we do strongly recommend Level 2 riders should purchase their own hats.
6. I understand the riding school may refuse my request to ride for safety or operational reasons.
7. I understand that competing carries an enhanced risk over and above general riding and agree if I choose to participate in any competition or event, it is up to me to ensure I have the experience and ability to ride the course, including any jumps, which form part of it. If I am in any doubt I will use my judgement and experience not to enter.
8. I understand that Pinkmead Farm Riding Centre will make decisions based on information I give them and agree to always be honest and volunteer information about my abilities, my previous accidents and any medical conditions which may affect my ability to ride.
9. All clients must wear flat soled shoes or boots with a small heel. Trainers are not acceptable.
10. Clients are asked not to wear jewellery of any description whilst around the riding centre.
11. We advise all persons participating in any equestrian activity to ensure that they have adequate personal accident insurance.
12. No new clients are to hack around the farm without an assessment or being led.
13. All children riding must be 4 years and over.
14. I understand that I am responsible for updating my personal information.
15. All instructors are trained and competent to teach at their detailed level.
16. All children on Pinkmead Farm premises (including those here for a lesson) **MUST AT ALL TIMES** be under **DIRECT** supervision of an adult. The only exception to this is in respect of children who are members of saddle club or attending an activity, in which case the parent or guardian must sign them in on arrival and out on collection. Under no circumstances must children not here for a lesson be allowed to leave the direct supervision of the accompanying adult.
17. If insufficient number of riders in a lesson or activity we reserve the right to cancel or reduce lesson times. For an hour group lesson this will be as follows: 1 rider – 30 minute private lesson, 2 or 3 riders 45 minute lesson.
18. We reserve the right to terminate a client contract.
19. The livery yard areas are strictly out of bounds.
20. Do not feed the horses or ponies

21. Cancellations:

- Under 24 hours notice lessons will be forfeited.
- Token packages offer discounts for group lessons. These will expire as follows:  
5 x tokens = 42 days expiry from date of purchase  
10 x tokens = 84 days expiry from date of purchase  
Lessons can be amended within this time frame only with 24 hours notice.
- Multibuy discount (for lessons of the same type)  
We offer a discount of 5% when booking 5 or more group lessons  
We offer a £15.00 discount when booking 5 or more private lessons

**No credit is available for cancellations made for any discounted lessons.**

We do not offer refunds on any lessons or activities.

These Terms & Conditions are also available on our website [www.pinkmead.co.uk](http://www.pinkmead.co.uk)