



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

TERMS & CONDITIONS (incorporating Horse Riders Code of Conduct)

Pinkmead Farm Equestrian Centre is a BHS approved riding centre and livery yard, offering tuition for all ages and abilities of riders and a range of activities, parties, courses and events. Our facilities include indoor and outdoor arenas and jumping paddock. By booking a lesson (either on our online booking system <https://pinkmead.ecpro.co.uk/>) or through our friendly reception team, lessons/bookings are subject to the following conditions:

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 current BHS standards (for details please contact us). 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. Arms and legs must be covered (No shorts/skirts or strappy/vest tops).
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 on EC Pro.
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. No dogs allowed.
21. Please note our weight limit is 13 stone or 83kgs.



BOOKING & CANCELLATION POLICY

- Please note we ask for payment in full upon booking a lesson, party, event or activity
- All cancellations for single lesson bookings or multibuy lessons have a strict 36 hour notice period.
- Courses – once booked we cannot accept any changes or cancellations.
- Activities and parties – for cancellations you must give 7 days notice. We will reschedule if another date is available or refund the credit to your account.
- No refunds are given on any bookings except in the form of a credit on your account
- Please let us know if you are unable to make a lesson- this can be done on your online account or by contacting Reception on 01489 783087 or email info@pinkmead.co.uk
- We ask you arrive in plenty of time for your lesson, if you arrive late we are unable to offer an extension to finish time of session.
- We are happy to move or reschedule lessons up to 36 hours before the lesson (to be rescheduled within three months). Cancelled lessons under 36 hours notice will be forfeited with no exceptions.
- Activities/courses/parties – for cancellations you must give 7 days notice. We will reschedule if another date is available or refund the credit to your account.
- If a rider ceases to ride at Pinkmead Farm Equestrian Centre, any lessons purchased but not booked will be held for 6 months after which time they will be deemed invalid. Lessons may be transferred to another rider within this time if the lesson holder gives notice in writing.
- Multibuy discount (for lessons of the same type)
We offer a discount of 5% when booking 5 or more group lessons
Lessons can only be rearranged with more than 36 hours notice, no credits will be issued.
- Private lessons for weekly riders – we offer a 'reserved' system for riders that wish to commit to riding weekly on the same day/time. These lessons must be booked one week in advance or the slot will become available to other clients. If you are unable to make your reserved time for any reason please let us know in advance so we can make this available to other riders. Please contact us if you would like a reserved time or if we have nothing available we can add you to our waiting list.
- If insufficient number of riders in a lesson or activity we reserve the right to cancel/amend 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.

These Terms & Conditions are also available on our website www.pinkmead.co.uk