

Dickey Steps Riding School

Terms and Conditions

1. All clients:

- Must complete the Dickey Steps rider's registration form before riding a horse.
- Must resubmit their rider registration form if their details change (the responsibility falls to the parent/guardian if the child is under 18).
- On the first lesson, new clients will be assessed and observed. This allows us to ascertain your riding level.
- Previous clients returning to us after 12 months or more may be asked to complete another assessment.
- 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.
- The management reserve the right to refuse a client to ride for any reason.

2. Punctuality and arrival times:

- Please arrive 15 minutes before the start of the hack/pony ride to allow time for hat fitting.
- We aim to run on time and stick to the timetable, but occasionally lessons may run over time for whatever reason, so please bear with us.

3. Cancellations:

- We operate a No Refund Policy. This is a condition of booking.
- No credit or transfers are given for late cancellations.
- All bookings require a minimum of 3 clear days' notice from the booking day to cancel, for example if your lesson is on Saturday, the cancellation must be on the preceding Wednesday.
- Full fees are payable without exception, unless the relevant notice is given to terminate the lesson.
- Cancellation should be via telephone or text. We do not accept cancellations by email.

4. Harsh weather or adverse conditions:

- Activities may be cancelled in extreme weather.
- You should call us on 07970546262 before you leave for Dickey Steps riding school if the weather is in doubt.
- Riding might be cancelled when the following weather or conditions are occurring:
 - Heavy Snow and ice.
 - Heavy rain and/or flooding
 - High winds.
 - Electrical Storms

5. Voucher purchases and redemption:

It is a condition of purchase that:

- The intended rider has no medical conditions that require doctor's approval.
- No refunds available.
- All bookings are subject to availability.

6. Safety equipment and riding wear:

- Every time you handle a horse, you are required to wear the appropriate P.P.E (Personal Protective Equipment).
- Riding Helmets:
 - Hats (all types): should be PAS015.
 - Must be worn and always fastened whilst riding a horse.
 - We do provide helmets; however we strongly advise all customers to purchase their own helmets as soon as possible if continuing lessons.
 - We do not recommend purchasing second hand riding helmets in case they have been damaged.
- Riding footwear: Clients must wear appropriate footwear while riding.
- Allowed footwear:
 - Jodhpurs boots
 - Leather riding boots

- Disallowed footwear:
 - Trainers
 - High heels
 - Sandals/ Flip flops
 - Hiking Boots
- We do provide boots if unsuitable footwear is worn, however it is quicker to bring your own suitable footwear.
- We reserve the right to refuse footwear we deem unsafe.
- We recommend toe protection when handling a horse.
- Jewellery: You should not wear jewellery of any kind, anything you wear you do so at your own risk. It's the parents' responsibility to check their child isn't wearing jewellery.
- Coats, if worn, must be zipped up.
- Please try not to wear anything long and flowing, as it is a safety hazard if caught on the horses saddle.

7. Extra visitors and/or friends of the family:

- Children must be supervised by a legally responsible person on the yard at all times. No running around on the yard is permitted.
- Parents are advised not to leave their children unattended at any time during their stay at Dickey Steps riding school.
- Please do not use umbrellas when on the yard, or in the stables. Umbrellas upset the horses and can be a safety hazard.
- Please do not bring dogs or pets onto the ground/ premises.

8. General:

- There are fire signs and notices posted around the facility. You must acknowledge and obey them, ignoring them is at your own risk.
- There is no entry permitted into the house.
- Maximum speed is 5mph on the premises.
- Movement of horses, ponies and farm equipment around the yard and surrounding area is unavoidable and we ask you to always give way to them.

- We have a strict no smoking policy, if you are caught you will be asked to leave.
- We cannot be held responsible for any damage to your transportation while on the premises/ grounds.
- We can't be held responsible for any damage, theft, or loss of your personal property whilst it is on the premises.
- All animals are unpredictable, do not feed the horses and ponies at any time. Do not enter any field or paddock unless authorised.
- RIDING IS A RISK SPORT- it is your choice to ride voluntarily. We take all the necessary care to provide suitable and safe horses and ponies for all our clients.
- Dickey Steps Riding School celebrates diversity, equality and everyone is welcome to participate in our rides. We expect all our riders and family members who come on our site to behave with kindness and respect each other.
- No racism, sexism, homophobia, bullying or inappropriate touch will be tolerated.
- All medical conditions and allergies that could affect your riding skills, attention or behaviour must be discussed with Stephanie Mills when making your booking.
- Stephanie Mills and Dickey Steps Riding School cannot be held responsible for any illness or medical condition that occurs or may arise whilst on the premises.

No photos or videos should be published on any social media site, without the consent of Stephanie Mills, the featured children, adolescents, adults and parents/ guardians of anyone featured. Permission must be sought from all parties concerned, or faces should be blurred.

10. Agreement of terms:

- If you do not agree with any of our Terms and Conditions, then you do not have permission to enter the premises and any bookings are null and void. Our No Cancellation Policy applies in this situation. Because our Terms and Conditions are available online and on request at any time, you have every opportunity to read them before booking any activity and a refund will not be available on failure to accept them.