



# Beaufort Polo School

## Terms & Conditions

### **All Clients:**

- Must have completed a Rider Registration Form before riding a horse. This will be countersigned after the lesson by an HPA Qualified Instructor
- Must resubmit their Rider Registration Form if their details change (the responsibility falls to the parent/guardian if the child is under 18)
- 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
- We reserve the right to refuse to teach a client for any reason

### **Punctuality and arrival times:**

- Please arrive a minimum of 10 minutes before the start of the lesson to allow time for the completion of any forms
- We aim to run on time and stick to the timetable, by occasionally lessons may run over time for whatever reason, so please bear with us

### **Payment Terms & Cancellations:**

- We accept cash, card and bank transfer. Payment is required upon booking
- We operate a No Refund Policy. This is a condition of booking
- We require a minimum 24hrs notice to cancel for Individual Lessons and 48hrs for Group Lessons
- No credit or transfers are given for late cancellations
- Full fees are payable, without exception, unless the relevant notice is given to cancel the lesson. Cancellation should be via telephone, text or in person. Please note we do not accept cancellations by email
- Please see our Bad Weather Policy

### **Vouchers:**

- It is a condition of purchase that:
  - o The intended rider has no medical conditions that require doctor's approval
  - o Vouchers are valid for 365 days unless otherwise specified. No refunds available
  - o All bookings are subject to availability

### **Bad weather or adverse conditions:**

- Activities might be cancelled in extreme weather
- You should call 01666 880510 before you leave for the Beaufort Polo School if the weather is in doubt

- We reserve the right to cancel lessons because of bad weather at any time. Management's decision is final
- Lessons may be cancelled when the following weather or conditions are occurring:
  - o Heavy snow
  - o Heavy rain and/or flooding
  - o Strong winds
  - o Thunder and lightning storms
  - o Power failure (if using the indoor school)

### **Safety Equipment and Riding Attire:**

- Every time you handle a horse you are required to wear the appropriate P.P.E (Personal Protective Equipment)
- Riding Helmets
  - o Hats (all types): should be PAS015:2011 with CE mark (type approval must be performed by a UK headquartered Noted Body for Personal Protective Equipment), SNELL E2001, VG1 01.040 2014-12, or UTAC/CRITT 04/2015 (or higher)
  - o Must be worn and fastened at all times while riding a horse
  - o Must be worn and fastened at all times while handling a horse
  - o We strongly advise all clients to purchase their own helmet as soon as possible
  - o We advise against purchasing second-hand helmets in case they have been damaged
- Riding Footwear: clients must wear appropriate footwear while riding or handling horses

Allowed footwear:

- o Heeled Boots
- o Jodhpur boots
- o Leather riding boots

Disallowed footwear:

- o Trainers
- o High heels
- o Sandals/Flip Flops
- o Hiking Boots
- We reserve the right to refuse footwear we deem unsafe
- We recommend toe protection when handling a horse
- You should not wear jewellery of any kind, anything you wear you do so at your own risk. It is the parent's responsibility to check their child is not wearing jewellery

### **Extra visitors and/or friends of the family:**

- Children must be supervised at all times by a legally responsible adult and remain seated and quiet whilst lessons are in progress and not to run around the viewing gallery, yard or grounds unsupervised
- Parents are advised not to leave your children unattended at any time during their stay at Beaufort Polo Club
- Whilst spectating, the Instructor reserves the right to ask you to leave the viewing gallery if they feel the safety of the rider or horse/pony is in question
- Well behaved dogs on leads are welcome. Please clear up after them

**General:**

- There are No Entry signs and notices posted around the facility, you must acknowledge and obey them, ignoring them is at your own risk. The following locations are Out of Bounds without written permission from management, you must not enter them, and you do so at your own risk:
  - o Stable boxes
  - o Sheds or other buildings
  - o Indoor School (only instructors and riders allowed), excluding the viewing gallery
  - o Fields or paddocks
  - o Pony lines
  - o Down Farm House, Down Farm House Stables and its grounds
  - o Stable Flats, Cottages, Bungalows and other accommodation
  - o Locked/Closed/Enclosed areas or Buildings
- We have many different warning signs all over the grounds, they are there for a reason, you must obey them. We reserve the right to ask you to leave the grounds at any time if we think you are a danger to yourself
- Please respect the speed limit on the premises
- Movement of horses, ponies, farm equipment and other vehicles around the yard and surrounding areas is unavoidable and we ask you to give way to them at all times
- Smoking is only permitted in designated smoking areas, no smoking is allowed in the Indoor Arena or School Barn
- We cannot be held responsible for any damage to your transportation while on the premises/grounds
- We cannot be held responsible for damage, theft or loss of personal property while it is on the premises
- All animals are unpredictable, do not feed the horses & ponies at any time. Do not enter any field, stable or paddock unless authorised
- No video or photography is to be published online without the consent of the Beaufort Polo School
- No video or photography of children is permitted unless a written agreement is signed by parent / guardian prior to the use of any video / camera equipment on these premises. However the Beaufort Polo School cannot be held responsible for any photographs taken by others without our knowledge
- RIDING IS A RISK SPORT – your choice to ride is voluntary. We take all reasonable care to provide suitable and safe horses and ponies for all our clients

**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