

## Terms & Conditions

### Lessons

We offer 20mins, 30mins and 45mins lessons for Private, Shared Private and Groups.

30min lessons are restricted between Mondays to Fridays - 10am to 1pm only.

Shared Private is 2-3 riders and Groups are 4-6 riders. We offer adult prices and child prices (under 16 years) for all our lessons.

### 45mins Group Lessons

In a group session where only one rider remains and there are no other suitable alternative groups to join, you will enjoy a slightly shorter 30 minute private lesson.

Alternatively you are welcome to 'top up' your payment to receive a full 45mins private lesson.

### 45mins Shared Private Lesson

In a shared private lesson where the other rider(s) are unable to attend, we will find a suitable group session for you to join and the difference will be added to your account. Where this is not possible, you will enjoy a 30 minute private session.

Alternatively you are welcome to 'top up' your payment to receive a full 45mins private lesson.

### Group Lessons

Group lessons are great for saving money, learn from an Instructor & other riders and socialising. If you would like to join a group, we will require you to attend a couple of Private Lessons to enable an Instructor to assess your riding level. As with most activities, riders progress at different speeds. Should you progress quicker than your group you may need to be re assessed and move to a more advanced group which may be at a different time or day.

### Weight Limit

Within the riding school, our upper weight limit is 15stone. Prestige lessons have a weight restriction of 12stone. Please note that due to Health and Safety considerations, we reserve the option to ask you to ride an advanced horse, rather than a schoolmaster horse.

### Payments & bookings

We require bookings to be made in advance as we cannot guarantee an Instructor will be available for 'walk ins'. We also require all lessons to be paid for in full at the time of booking to secure the lesson. We are unable to hold any lessons without payment.

### Card Payments

Some types of cards will incur a 2.5% charge with effect from 1st April 2013. This is due to increases in our payments to credit card merchants. Summerhouse makes no profit from this charge and will only affect credit cards.

### 24 Hour Cancellation Policy

We operate a strict 24 hour cancellation policy for all lessons without exception. If a lesson is cancelled within 24 hours, the payment is non-refundable. If the lesson is cancelled with more than 24 hours' notice we can either re book straight away, transfer the money onto your account which you can use at a later date or ask for a refund. We can not accept cancellations / booking transfers via Facebook or email. Clients must ring within our opening hours and sort directly over the phone.

**Beginner Riders**

Lead rein may be required for beginner riders for safety reasons. This can be provided by a parent or friend. The Instructor will advise when lead rein is no longer required.

**Instructors**

We hope you will be happy with all of our Instructors but if you feel you are not getting the best from the lesson please discuss your concerns with them or the Reception Team. You are more than welcome to transfer to another Instructor if you wish.

**Horses**

We have a number of horses and ponies for all abilities and levels. They also have individual weight limits. We will match you with an appropriate horse and if you find a horse which you particularly like, the Reception Team is more than happy to add this 'request' to your details. We try to meet all horse 'requests' but we cannot guarantee this for all lessons as we limit their work loads and they require days off.

**Equipment & Safety**

All riders are required to wear:

- ✓ A riding hat. This can be your own riding hat or you can hire one from Reception for £1. The Reception Team will assist you in fitting your hat. We can also order hats in if you if you would like to purchase one.
- ✓ Appropriate foot wear; boots or wellingtons- something with a slight heel (roughly half an inch)

We strongly recommend wearing:

- ✓ Long sleeved tops
- ✓ Gloves
- ✓ Back protectors
- ✓ Loose trousers; jodhpurs or leggings.

And that you do not wear:

- x Strappy Tops
- x Trainers
- x Jeans or Shorts

The Reception Team are happy to advise you further and order any equipment which you may require.

**Accident Forms**

Horses can sometimes be unpredictable and accidents occasionally happen. If you should have any kind of accident an Instructor will be on hand to assist you, implement First Aid if needed and/or get you back into your lesson. With any accident, however small, you will be required to complete an accident form. The Reception Team will assist you with this. We follow strict Health & Safety guidelines and you may receive a call after the lesson to see how you are.

**Social Media & Website**

You can follow us on Twitter or Facebook. We use these to update our clients and to advertise Events, Special Offers or Discounts.

Special Offers and Discounts are on a first come first served bases so early booking is recommended. Our 24 hour Cancellation policy will still apply to last minute bookings, if lessons are booked with less than 24 hours they are not refundable.

Facebook: [www.facebook.com/pages/Summerhouse-Equestrian-Training-Centre](http://www.facebook.com/pages/Summerhouse-Equestrian-Training-Centre)

Twitter: @SummerhouseEC

Website: [www.summerhouseec.co.uk](http://www.summerhouseec.co.uk)

### **Compliments and Complaints**

If you would like to put forward a compliment please speak to Reception who will pass it onto the relevant member of staff. We would also like to encourage you to put it in writing which we would then like to use in our 'Customer Testimonials' on our website.

The best way to sort any queries/issues is to speak to your instructor immediately during the lesson as they can quickly sort out, explain and help. Reception will assist in resolving your concerns as quickly as possible, keeping you informed every step of the way

### **Contact Details**

Please try to keep your details up to date with us. There are times when we may need to contact you or return your call and this is difficult to do if telephone numbers have changed. An email address is a great way for us to communicate as this rarely changes.

With so much going on please feel free to pop in to have a look around and bring the family: the more the merrier!

### **Buy 10 Lessons For The Price Of 9**

Please note that no refunds can be offered on the 10 for the price of 9 offer. Your credit will remain on your account for 1 year from the purchase date.

### **Lesson Credits**

Credit can be purchased and held on your account within our booking system. Credit will remain on your account 1 year from the purchase date.

### **Course and Pony club bookings**

All Summerhouse Equestrian Centre training courses and pony club activities are checked for viability around ten working days before each course date. Any that have insufficient numbers may be cancelled. In this case, clients who have booked will receive a full refund or offered an alternative option. All course and Pony Club fees are non-refundable if cancelled in less than ten working days from the course start date. Cancellations prior to this will incur a 20% admin fee. If a course is cancelled, each client will be phoned, advising them of the cancellation and offered either a full refund or free transfer. It is important that each client ensures that we have their correct contact details. This must include a telephone number with an answering service and an email address. If messages are left for clients regarding a course cancellation, or if we are unable to leave a message and clients arrive for a course or activity that has been cancelled, it is their own responsibility and no refund will be given. If you have any queries please email us at [reception@summerhouseec.co.uk](mailto:reception@summerhouseec.co.uk) or call us on 01452 720 288.

### **Riding Outside Policy**

At Summerhouse we have 4 arenas, 2 indoor and 2 outdoor. During the summer months we also have Show Jump, Cross Country and dressage paddocks available to use. During busy periods we will use all four arenas as well as our paddocks. Although lessons are often held indoors, Summerhouse does not guarantee indoor riding and clients should expect to ride both indoors and outdoors. Please bring wet weather clothing for all lessons.