



MINATURE HORSES WALKING EXPERIENCE

BOOKING TERMS & CONDITIONS

- **Accessibility** - The experiences include walking around our tracks which may be rough, bumpy or muddy. We cannot authorise wheelchairs, pushchairs or walking aids on any experience for these reasons. All of our walks require a degree of physical fitness. You will have to be able to walk or stand unaided for up to 45min. If you are unable to do this we would advise that the walks would be unsuitable. We reserve the right to refuse you participation of the experience if we feel it is a risk to your own safety or we feel you will not be able to keep up with the group. In this instance you will lose your experience as no refund will be given
- **Accidents** - Accidents do happen, albeit very rarely. We give an extensive health and safety briefing prior to any experiences, and you should follow the instructions given. We cannot accept responsibility for any accidents or injuries that occur at our centre
- **Age restrictions** - Our Walk experiences are not suitable for children aged 11 and under. Please take the time to read our age restrictions before booking on each individual experience. Failure to comply with these restrictions on the day will result in entry refusal and no refund will be given
- **Booking** - All bookings are taken in advance. Please follow the booking instructions on the page. Bookings must be made at least 48 hours in advance. Weekends and school holidays are especially busy so we recommend booking a few weeks in advance
- **Amending Bookings** - If you would like to change or amend your booking, there is a link on the bottom of your confirmation email. If that does not work, please email office@thurleighequestriancentre.co.uk note that we require at least 48 hours notice (two working days) with regards to the changing of bookings
- **Cancellation and Rescheduling** - Please be aware that we operate a 48 hour (2 working days) cancellation and rescheduling policy. If you do not contact us before 48 hours we will be unable to move your experience. If you cannot reach us by phone (07973 329883) please email us (office@thurleighequestriancentre.co.uk) as soon as possible. For cancellations outside of 48 hours a voucher will be issued and no refunds will be given. We must uphold this policy under all circumstances
- **Dogs** - Dogs are not permitted on experiences
- **Lateness** - For all experiences we run a strict policy with regards to latecomers. You **MUST** be checked in at the yard at least 10 minutes before your experience start time

- All experiences start on time and it is essential that you are signed in and ready to start your experience on time. The experience starts with a health and safety briefing and it is for this reason we are unable to accept latecomers in any circumstances. We will be unable to reschedule or refund your experience after this point
- “No Shows” - Failure to cancel bookings which result in a “no show” will mean the booking is lost and no refund will be given
- Photography & Video - During the experience, your Walk Leader will be happy to take photographs for you on your own devices, we may use these photographs for advertising purposes on social media at a later date. By booking with us we will trust this is accepted by you and all party members unless a member of staff is notified on the day prior to the walk or you contact us in advance
- Pre-existing medical conditions - Our staff are not medically qualified and so are not in a position to assess the capacity of participants to undertake an experience. It remains your responsibility to undertake such an assessment prior to the experience. If you are under any doubt, please consult a doctor beforehand
- This experience is a physical activity which involves walking up hills and over uneven terrain. You must be capable of walking at a pace that keeps up with the rest of the group without putting a strain on your health. We reserve the right to refuse you participation of the experience if we feel it is a risk to your own safety or we feel you will not be able to keep up with the group
- If you are a carer or you are bringing someone who you feel needs special allowances made for them please contact us before booking as we will assess each situation on person to person basis
- Weather - Our experiences run in all weathers unless deemed unsafe (amber weather warning or higher or thunder and lightning within a 5 mile radius). If we do plan on cancelling experiences, we will contact you by phone or e-mail as soon as we can to let you know. Please dress appropriately for your experience, umbrellas cannot be taken on our experiences as they pose a health and safety risk to our animals
- Risk Assessments - Our walk experience risk assessments are part of our terms and conditions and can be requested if needed