



THURLEIGH EQUESTRIAN CENTRE TERMS AND CONDITIONS

Bookings

- Lessons are to be booked and paid for in advance.
- Payment is to be sent at time of booking and booking is not confirmed until payment has been received.
- Preferred form of payment is by Bank Transfer.
- Please message to discuss other options.
- We do offer a Discount Package on lessons when 4 or more lessons are paid for at once (please refer to our lesson prices for further information)

Cancellation Policy

- We operate a strict Cancellation policy without exception.
- If you are unable to make your lesson, we ask you to notify us as soon as possible so we can allocate the space to someone else.
- You can contact us in the following ways:
 - **Telephone 07973 329883 or 01234 771882** (please leave a message on the answerphone if we are unable to take the call).
 - **Whatsapp 07973 329883**
 - **Email: office@thurleighequestriancentre.co.uk**

Cancellation Charges

- Cancellation within 36 hours of the lesson; Credit carried forward to next lesson
- Cancellation within 24 hours of the lesson – **Full Lesson Fee**

Lesson Information

- Please arrive in good time for the start of the lesson.
Riders who arrive late **may not be allowed** to join the lesson and will still be charged.

Riding Hats

- We do require that all riders wear acceptable standard hats.
- Riding hats are acceptable if they carry EN1384 or BSEN1384 and another standard such as those listed:
 - PAS 015 (1998 or 2011)
 - VG1 01.040 (2014-12)

- ASTM F1163 (2004a or 04a onwards)
- SNELL E2001
- AS/NZS 3838 (2006 onwards)

Body Protectors

- Body Protectors are not mandatory however if you would like to wear one please check with your Instructor and ensure it is correctly fitted.

Footwear

- We do require you to wear suitable footwear for riding – trainers and wellington boots are not permitted while riding.

Personal Accident Insurance

- Your choice to ride is voluntary. We take care to provide suitable and safe horses/ponies for our customers, but all animals can be unpredictable. You may choose to take out Personal Accident cover – this is your choice.

Social Media Policy

- Please can we ask that if you take pictures/videos whilst at the riding school that include other people, including your instructor, you check with us before sharing on Social Media – this is because of our safeguarding policies.

Complaints Procedure

- Thurleigh Equestrian Centre prides itself on its high standard of service, instruction and horse care. If, however, any client is unhappy with the level or standard of service provided, then the client has the right to make a complaint and it is beholden on the establishment to recognise and acknowledge any legitimate complaint and seek to address the issues raised to a mutually satisfactory conclusion.

How to make a Complaint

- You can make a complaint in writing, by email, via telephone or in person.
- In the first instance, please contact S. Cohl (Director) on 01234 771882 or by emailing him at office@thurleighequestriancentre.co.uk
- Alternatively you can write to:- S. Cohl at Thurleigh Equestrian Centre, Redgate Cottage, Mill Road, Thurleigh MK44 2DP
- We will acknowledge all complaints within 5 working days

What Happens Next?

- We will reply within 14 days from the date we receive your Complaint. If we are unable to give you a full reply within this time, for example if your Complaint needs further investigation, we will give you an interim response advising who is dealing with your complaint and when we aim to give you our full response.