

Horse riding programmes terms of business

Updated August 2018

Lessons

1. Our lessons operate every week with the exception of bank holidays, Christmas holidays and the month of August.
2. We ride all year round regardless of the weather, as both indoor and outdoor arenas are available. Please wear suitable clothing depending on weather conditions.
3. Bookings for lessons are taken as a continuous rolling booking unless informed otherwise by the customer. If you do not wish to take part in weekly lessons, please notify the receptionist at the time of booking and an alternative time slot for one-off customers will be offered to you.
4. If you wish to cancel your place in the lessons, please give at least one weeks' notice.

Missed lessons

1. Due to our low prices, all missed lessons must be paid for.
2. If you are unable to attend your lesson for any reason, please notify the centre giving at least 24 hours' notice. This will save a horse from being tacked up for you for no reason.
3. You can ring anytime and leave a voice message on our 24 hour voicemail service or send a text to the Centre mobile phone number.
4. If you miss two lessons without payment, your place will be cancelled and your place will be offered to someone from the waiting list.
5. If there are outstanding monies owed when you leave, your name and the amount owed will included on a database. If you return to the Centre in the future, we will seek the payment of any outstanding monies from this database.

Fees

1. The Centre receives state funding to provide services to families in Dublin 10. For this reason, we operate a two-tier pricing model, which gives priority to families / customers from the Dublin 10 area.
2. A schedule of fees is on our public notice board. Any changes to the fees that we charge will be notified to customers by text message and posted to social media.
3. Payment must be made before the lesson.

New Bookings

1. Please contact Reception on 01-6209160 to arrange a booking. Alternatively drop in and make an enquiry in person.
2. Lessons are available to children aged six years and over. Proof of age is required at time of booking.
3. While lessons are available to everyone, the Centre's policy however, is to ensure that at least 60% of customers are from the Dublin 10 area. Dublin 10 customers are prioritised.
4. Dublin 10 customers can avail of a discounted rate. Proof of address is required to avail of this rate otherwise the full rate will be applied. A utility bill or similar is required.
5. All new customers must complete an application / waiver form and attend an assessment lesson / customer consultation before attending their first lesson. Children under 18 years must be accompanied by a parent/guardian for the first visit.

Holidays

1. To accommodate customers taking holidays and other personal events, a customer can hold their place by notifying the Centre two weeks in advance and by paying €5 per missed lesson. This is limited to a maximum of 4 lessons in a 12 month period.

Safety guidelines

1. For your comfort and safety it is required you wear a helmet that meets current safety regulations. The Centre can provide a helmet if required. If you are wearing your own helmet, it must comply with current safety standards and you are responsible for ensuring this.
2. Suitable footwear must be worn to all horse riding lessons; footwear must have a smooth sole and a defined heel of 1/4 - 1/2"; shoes with buckles, platform or ribbed soles, high heels or runners will not be permitted. The Centre can provide riding boots if required.
3. Body protectors are not provided by the Centre but are strongly recommended. If you provide your own body protector, you are responsible for ensuring that it meets current safety regulations and that it is fitted correctly.
4. Long trousers must be worn at all times. Wearing of shorts, short trousers or skirts / dresses is not permitted.
5. Wearing of any jewellery is not permitted.
6. Use of mobile phones in the yard / arena is not permitted. They must be silenced or switched off.
7. Personal injury insurance is strongly recommended.
8. In the interest of Child Protection, taking of videos or photographs is strictly prohibited.
9. Bullying of any nature is not tolerated and any person involved will lose their place.
10. To maintain a high standard of horse welfare, it is necessary for us to impose an upper weight restriction on riders. Please contact the yard manager regarding our upper weight restriction.

Please note that Cherry Orchard Equine Centre reserve the right to refuse service if it is believed that there are concerns that could affect the welfare of staff, horses or other clients of the Centre. The manager on duty is responsible for making this decision. I agree to the terms and conditions set out above.

Signature: _____

Date: _____