

## **New Client Information (Adult Clients)**

### **Can we come and look around?**

Visitors are welcome to come and look around the stables but there are periods when there are few horses in the yard. We are open from 4pm – 8pm on Tuesdays and all day on Saturdays. We suggest that you phone us first so that we can make sure that someone is here to show you around, particularly if you would like to talk to a member of staff to learn more about us

### **Do you have to have an assessment before you can ride?**

If you haven't ridden with us before, we will ask you to tell us about your riding experience by using the assessment guide at the end of this page. In the interests of safety, we usually consider it necessary to recommend either a private or a semi-private lesson for people riding with us for the first time, particularly if they are a bit rusty or perhaps a little nervous. We can then work out a suitable lesson programme for you or, if you are an experienced rider, advise which horses you are likely to enjoy riding.

### **Is there a weight or age limit for riders?**

Yes 12 stone  
Minimum age is 4 years – there is no upper age limit.

### **Do you still ride in bad weather or if it is raining?**

As horse riding is an outdoor activity we continue in all weathers and so it is a good idea to invest in some warm and/or waterproof clothing, as appropriate. During extreme weather conditions when it may be unsafe or uncomfortable to ride outside, we supply interesting, practical on-the-ground sessions as an alternative.

### **What time should I arrive?**

If you have not been to us before please arrive at least twenty minutes before your Introductory Session to enable one of our team to welcome you and assist in completing a new Rider Registration form and fit you with a hat and boots if necessary. Otherwise generally plan to arrive at least ten minutes before your riding time as we do follow a punctual timetable. Please note that mounting and dismounting is included in the duration time of each service as quoted on our Price List

### **What should I wear?**

We recommend that clients invest in at least the basic riding wear, which will enable them to ride in comfort. Whilst riding hats can be initially borrowed from us, once you have decided to ride regularly with us, it is important to have your own hat professionally fitted to ensure maximum protection. Footwear needs to be of a sturdy construction with a smooth sole and small heel to prevent your foot slipping through the stirrup. We are able to lend boots and chaps to those who do not yet have their own. For those without jodhpurs, full-length stretchy trousers are an adequate substitute, with long thick socks for extra protection.

### **How can I book and what is your cancellation policy?**

You can check availability by e-mailing [red.park@btinternet.com](mailto:red.park@btinternet.com) or telephoning the office on 01984 632373. Before we can take your booking we will need to know your height, weight and riding experience (see guide below).

Please note for whatever reason 24 hours notice is required to cancel weekday bookings and 48 hours notice for cancelling weekend rides otherwise the full fee is payable. Regrettably there is no exception for illness.

### **Please use this guide to assess your riding ability**

<b>LEVEL 1</b>	Never ridden or only walked, not quite balanced in trot
<b>LEVEL 2</b>	Able to ride off lead rein, rise to trot, learning to canter, possibly ridden on riding holidays
<b>LEVEL 3</b>	Able to walk, trot and canter but rusty or lacking experience
<b>LEVEL 4</b>	Confident in walk, trot & canter out hacking, understand correct diagonals & canter leads. Ride simple school movements
<b>LEVEL 5</b>	Experienced and confident in all paces, able to ride a dressage test and/or jump a small course.
<b>LEVEL 6</b>	Able to ride any horse in any situation. Competed either dressage, show jumping, eventing

**SAFETY** Whilst horse riding is rightly recognised as a risk sport you can be assured that we take your safety very seriously. We have an exemplary safety record but it is important to also be aware that horses are large, sensitive animals that can behave unpredictably at any time. For your own well being and for those who ride with you, follow all guidelines we give to enjoy maximum benefit from being in the wonderful environment of horses.

Riders who simply ride to have fun and relax are as important to us as those determined to improve and compete; each and every client is treated as an individual and our own special 'community' is enriched by people of all abilities, from all walks of life, with one thing in common - a love of horses and riding.

We look forward to welcoming you soon.