

 **COVID-19 SAFETY RULES**

* **Clients MUST NOT have symptoms of Covid-19 and MUST NOT have been in contact with a person with symptoms.**
* **Lessons must be booked & paid for in advance by card over the telephone.**
* **48 hours notice of cancellation is required for refunds or changes to bookings. Should an immediate lockdown occur – bookings will again be honoured.**
* **Clients must meet the government’s social distancing requirements – 2m apart.**
* **Only one other household member to accompany the client - NO spectators at the arena.**
* **On arrival please park in the designated car park, one person may attend with a rider to check in (if rider is under 18 years) or to accompany the rider if care/specialist assistance is required. Spectators may remain in vehicles and observe from the car park.**
* **On occasions staff / trained handlers may need to be closer than 2m to each other or a client e.g. to assist with tack safety checks, assist controlling a horse, mounting, dismounting etc. Masks must be worn by the staff member / handler at this point, limit face-to-face conversation, use hand sanitisers provided, avoid skin contact and report any concerns.**
* **No jumping or lunge lessons currently.**
* **Wear your own riding hat where possible (these may need to be checked for standard by a staff member). Borrowed hats will be sanitised.**
* **Clients are requested to arrive not earlier than 10 minutes before their lesson & must leave immediately afterwards.**
* **Clients & visitors MUST wear clean gloves at every visit (these may be riding gloves).**
* **Once you have checked in at our temporary reception, please wait by the small arena for a member of staff to call you in for your lesson. Please maintain social distancing while you wait and do not open the gates unless instructed to do so.**
* **Hand sanitiser stations will be in place & MUST be used on entry & exit from the arena.**
* **No toilet or changing facilities will be available.**
* **Strictly no entry into the stable yard or office – Staff and designated assistants only.**
* **Please exit the site as soon as possible, so that others can come to enjoy their ride.**
* **Further bookings or feedback may be completed by telephone.**
* **All clients are to complete a new rider registration form to include agreement with policies.**
* **Any visitors are required to provide contact details on booking if traceability is required – this includes carers / support workers / family member assistants.**

**How to contact us**

If you have any questions about our rules or require further information, please contact us at:

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