

BOOKING POLICY



TERMS AND CONDITIONS

- ❖ All riders are required to have a riding assessment and to register with Horsham and Mid Sussex Equestrian Academy before making any further ridden bookings or joining a group lesson.
- ❖ Group lessons are only available to riders who are of our Beginner Novice level and above (ie. are able to walk and trot independently in full control of the horse/pony at all times).
- ❖ Anyone wishing to participate in stable management training does not require a riding assessment, but must still register with Horsham and Mid Sussex Equestrian Academy before joining any activity.
- ❖ **Full payment must be made at the time of booking.**
- ❖ We are able to accept payment by debit card, cash, cheque (payable to Horsham and Mid Sussex Equestrian Academy Ltd), bank transfer (BACS) or credit card (+ processing fee).
- ❖ We are currently unable to accept online bookings.
- ❖ All horses are subject to weight limits for welfare and safety reasons. Riders may be required to be weighed on HMSEA scales in their full riding gear in private. Any personal information is kept strictly confidential.
- ❖ We are unable to accept riders with a body and equipment weight of 15 stone (96Kg) or more for Beginner level lessons.
- ❖ We are unable to accept riders with a body and equipment weight of 16.5 stone (108.9Kg) for Novice level and above lessons.
- ❖ Riders bringing their own horses to lessons with HMSEA instructors are entitled to a 20% discount off advertised fees. This discount does not apply to Skill at Arms activities, clinics, show entries, pony club activities and externally organised activities - own horse prices will be advertised for these individually.
- ❖ If a rider has booked an hour's group lesson but there is only one rider, the lesson will only be half an hour in length (yet still cheaper than a private half hour private lesson). Likewise, if there are only two riders in an hour's group lesson, the lesson will only be three-quarters of an hour in length (and still cheaper than a shared three-quarter hour lesson).
- ❖ Courses of lessons are available at the cost of 9 for the price of 8 paid for in advance. These can only be the same type of lesson. Riders using this block scheme must still confirm each subsequent booking, even though the day and time may not change week to week. Further, block-paid lessons may be scheduled for different days and times at your convenience, as long as the type (ie. private/group) and length of the lesson does not change.

HACKING

- ❖ For safety reasons, only riders considered to be of our Intermediate level and above are permitted to go hacking off-site.
- ❖ All riders wishing to hack must undergo a separate riding assessment, and we prefer that this is arranged separately in order to avoid disappointment.
- ❖ Riding assessments for riders over 18 who wish to hack will include an assessment of road safety awareness. Riders may be required to undergo road safety training before hacking off-site if their road safety awareness is considered insufficient.
- ❖ Off-site hacking is only available to over 12's who have passed either their BHS Riding and Road Safety Test or the Pony Club Road Rider Certificate (not badge). Riders must provide their certificates which will be copied to HMSEA files, but must still be assessed before booking a hack.
- ❖ Those wishing to hack must already be able to walk, trot and canter in a light seat safely in the arena and be able to turn and look behind themselves whilst mounted in the walk and rising trot.

PAYMENT DETAILS

- ❖ Please make cheques payable to "Horsham and Mid Sussex Equestrian Academy Ltd".
- ❖ Credit card payments are subject to a surcharge (£2 for payments up to £150, £3 for payments up to £250, £4 for payments up to £350 & £5 for payments up to £500)
- ❖ Please ask a member of the office staff if you require BACS details.

CONTACT

- ❖ Horsham and Mid Sussex Equestrian Academy Office on 01273 832989 or office@hmsea.co.uk Please leave a message including your contact number if we are not able to get to the phone and we will return your call.
- ❖ Any booking requests made by e-mail will be followed up by a call from a member of staff to confirm the booking and take payment.