BOOKING CONDITIONS – 2026

LIEGE MANOR EQUESTRIAN

Dear client,

May we take this opportunity to welcome you back or to Liege Manor Equestrian Centre, where we offer a complete service for rider and horse.

Unfortunately, due to the unforeseen circumstances we are currently experiencing, we have had to make some changes to our booking conditions.

i. **Payment** – all payments should be made by cash or card prior to the start of your lesson. We operate a no refund policy on all activities and lessons – credit can be given by way of Gift Voucher where applicable.

ii. **Cancellation Policy*** – all lesson cancellations must be made at least 48hrs in advance to avoid being charged. All activities are non-refundable once booked. Cancellations should be made by Text or WhatsApp and can be done 24 hours a day to 07577318467. Cancellations must include Full Name, Day, Time & Type of Lesson or they will not be accepted. We (Liege Manor Equestrian Centre) reserve the right to cancel any client contract at any time, without reason or warning.

iii. **Bookings** – all lesson bookings should be made through our Centre Co-Ordinator, Wendy, or your Coach. To contact Wendy, please call 01446781648 or Text WhatsApp us on 07577318467. is generally available Tuesdays through Fridays between 11:00am and 4:00pm. For Activities and Events, please see our website at www.liegemanor.co.uk/bookings-and-shop. She

iv. **Disclaimer & Rider Registration Forms** – ALL riders will be required to complete a Disclaimer and a Rider Registration Form for our documents.
You can complete a hard copy when with us, either when booking your lesson or when booking; or email georgia@liegemanor.co.uk for a digital copy which can be returned digitally too!

v. **Photography & Video Policy** – by booking lessons with us, you agree to abide by our Photography & Video Policy at ALL times. Anyone found not to be doing so will be asked to leave the premises immediately.

vi. **Rider's Code of Conduct** – by booking lessons with us, all riders and their families, who are partaking in any lessons or scheduled activity will be required to sign and conform to our Code of Conduct. This applies to all visitors accompanying any rider(s) to our centre.

vii. **Equipment** – we highly recommend the use of your own hat, boots & gloves. Hats **must** conform to British Horse Society Hat Guidelines 2025 which can be found online. If you do not have your own hat, we can supply one for use in your activity/lesson. There is no charge for hat hire.

viii. **Clothing** – we will not allow any riders to mount if they are unsuitably dressed. All riders, not in Equestrian clothing, should wear:

- A suitable weight waterproof coat (as some lessons will be outside)
- Leggings/tracksuit bottoms (NO shorts, skirts, cropped trousers, etc.)
- A top which covers rider's shoulders (NO strappy tops, crop tops, etc.)
- Wellies or boots with a small heel e.g. 'Chelsea' boots, Timberlands, etc. (No trainers, sandals (inc. Crocs), etc.)

ix. **Tacking Up & Un-Tacking** – those who are able will be encouraged to tack up and un-tack their own horses under supervision. Where the rider is unable to tack up their own horse/pony, we will do it for you. If you'd like to learn to tack up yourself, please speak to your Coach to arrange some Stable Management lessons.

x. **Behaviour & Etiquette** – please treat all fellow clients, horses, ponies and staff with kindness and respect. Anyone's whose behaviour is deemed unacceptable, will be asked to leave the premises immediately.

*Our 48hr cancellation policy applies because of a variety of reasons, including but not limited to the list below. Please help us prioritise the welfare of our horses and ponies, as well as our staff by cancelling or rescheduling your lessons with as much time as possible.

a) All horses, depending on age and type, are scheduled to work a set number of hours. The health and happiness of our horses & ponies is paramount.
b) Lots of hard work and time goes into preparing your horse or pony for your lesson.
c) We have waiting lists for our lessons so spaces can be filled easily, and it saves someone from missing out!
d) It is frustrating and unfair for your coach to be let down.

You can call, text or message us on Social Media 24hrs a day, 7 days a week and text or WhatsApp us if you require any information or clarification. Please remember, the horses and ponies are our priority so we may take a little while to get back to you, but we will get there!

Keep an eye on our Social Media pages, follow @LiegeManorEC to be the first to hear about any exciting news, see photos and videos of your favourite horses and ponies and see what the rest of #TeamLME get up to!

Finally, and very importantly, yours & your children's safety is paramount to us. We do not provide supervision for children before or after the lesson.
ALL Under 17yrs MUST be supervised AT ALL TIMES whilst on our premises.

We thank you for your continued support and co-operation in making LME a happy place for so many people.

Enjoy your riding!