

BOOKING
CONDITIONS
– June 2020



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 cheque in a sealed envelope labelled with rider's name and lesson day & time where possible. Where not possible, BACS payments must be made 24hrs prior to your lesson.
- ii. **Disclaimer & Rider Registration Forms** – ALL riders will now be required to complete new disclaimer and rider registration forms for our documents. You can complete a hard copy when with us or email georgia@liegemanor.com for a digital copy which can be returned digitally too!
- iii. **Cancellation Policy*** – all cancellations must be made at least 24hrs in advance to avoid being charged. Cancellations can be made via phone 8am to 5pm or text & WhatsApp 24 hours a day on 01446781648 or 07577318467. We (Liege Manor Equestrian Centre Ltd) reserve the right to cancel any client contract at any time.
- iv. **Follow Government Guidelines** – please follow up-to-date government guidelines regarding the current situation. We will manage our procedures according to advice given by governing bodies. Stay safe and protect the NHS!
- v. **Tacking Up & Un-Tacking** – those who are able will be encouraged to tack up and un-tack their own horses under supervision to minimise contact. We highly recommend the use of gloves. Where the rider is unable to tack up their own horse/pony, the tack will be wiped with antibacterial wipes before coming to the rider.

vi. **Equipment** – we highly recommend the use of your own hat, boots & gloves, and request that you clean them suitably after use. Hats **must** conform to British Horse Society Hat Guidelines 2020 which can be found online.

*Our 24hr cancellation policy applies because of the following reasons:

- 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 us 8am to 5pm 7 days a week and text or WhatsApp us 24/7 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.

We thank you for your continued support and co-operation.

Stay safe!