Terms and Conditions

CONSULTATION:

During your saddle-fitting consultation we will provide a thorough assessment in order to determine the best fit of saddle for your horse. This will require us to make observations about your horse, their level of work, general health, as well as any information that may be relevant about the rider. The consultation will involve an assessment of the static fit of the horse and any saddle(s) currently used, which will require input from the consultee about any pathologies, saddle-fit issues, lameness or other existing problems. Examination of the horse’s body without tack to identify any sensitivities, asymmetries or pain will be needed in addition to assessment of the horse when tacked-up.

Through these initial assessments, if the horse is deemed to be healthy and any existing tack fits suitably well enough, the fitter will then proceed with the consultation to the ridden-assessment. If it is determined that a saddle is unsuitable and cannot be adjusted on site to an acceptable fit or, the saddle-fitter does not believe the horse should be ridden for any reason, a mounted consultation will not be offered and the consultation will come to an end. An accurate fitting can only be achieved by reviewing the horse when ridden in which the dynamic structures of the horse can be seen, and for this reason the client should be prepared to ride during the consultation. Whilst ridden consultations are not obligatory, in the event that the horse cannot be observed ridden, the client agrees upon booking that any advice provided by the fitter will not be reflective of a fully comprehensive assessment, which would require seeing the horse ridden.

A full assessment will be provided on the horse’s existing saddle during the saddle-fit consultation and the details of the assessment will be given in the report submitted to the client at the end of the session. This will provide details on how the saddle may be affecting the movement of the horse and recommendations for alternatives or adjustments will be made, if required.

On the whole, you should allow 1.5 hours for a full saddle-fit consultation, but please be prepared to set aside half an hour either side of your appointment to allow for any delays that may result from the fitter’s previous appointments, travel delays, interruptions or extra time that may be needed during the session etc. In appointments where new or used saddles are trialled, it is not guaranteed that any of the saddles brought on the day will fit your horse or pony. In all cases, we will work with you to find the best possible fit for your horse that is within your criteria of needs and budget and but do not guarantee ‘same day saddle fits’ when trialling saddles, as we may feel a different brand or type of saddle is better suited for your horse. If this is the case, we will discuss this with you and decide on the best way forward.

PAYMENT

Payment for your saddle fitting appointment is required at the time of the appointment and can be made either by cash or card on the day or in advance by bank transfer or Paypal. Payment in advance is encouraged. For any payments that are made in advance of the appointment by the client, if additional fees are then incurred during the consultation, these will be invoiced to you separately and will be due at the time of the appointment or upon receipt of repaired saddles.

Late payments will incur a late payment fee of 1.5% in addition to an administration fee of £15. Future appointment bookings will not be made without payment for the preceding appointment.

PRICING:

Initial saddle-fit consultations within 15 miles of GU14 are charged at £55. If a client is based outside of the fitter’s area, mileage will be charged at 45p per mile thereafter. Follow-up appointments to check fit, to bring saddles out to the client for trial or by the client’s request will be quoted by the fitter at the time of booking the appointment. **Please note**: our saddle-fit consultation rate is charged per horse, with one saddle being assessed per consultation. Additional saddles requested for assessment at the time of the consultation are assessed at a supplement of £20 each. The cost for assessment of an additional horse owned by the same client is charged at £40.

Fees:

* Adjustments and repairs: Cost dependent on requirement and level of work needed.
* Gullet bar change: £5 (not incl. the price of the gullet bar)
* Flocking: price subject to requirements, starting from £10
* Phone/video consultation: £35 *[Where an in-person consultation is not possible and the client would like advice and/or suggestions when looking to purchase/find a new saddle their horse. Pictures and videos of your horse ahead of the consultation will be required.*
* Full saddle clean - £25
* Additional time: TBA *[If a consultation cannot adequately be completed in 1.5 hours for any reason, it may be necessary for the fitter to provide additional time to the client and therefore, this time may be charged for at the fitter’s discretion]*
* A 50% deposit is required on the day of orders on all saddles. Deposits are non-refundable except in extreme circumstances. The outstanding balance is due either before or at the time of fitting
* All sales of saddles with the exception of bespoke/made to measure saddles will have 14 days cooling off period in accordance with the Consumer rights act 2015

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CANCELLATIONS

Cancellations can be made up to 24 hours prior to the appointment time. Any cancellations made within less than 24 hours of the appointment time will incur full payment of the consultation fee.

DISCLAIMER:

Working with equines brings with it a certain level of risk and whilst the fitter will do everything in their power to ensure that the consultation is conducted as safely as possible and in accordance with all applicable health and safety, we will not be held liable for any damages to you, your horse, your equipment or damage to the premises of the appointment location.

We only supply saddlery products for use as agreed. For saddles this will usually be for one rider per horse however, if it is for more than one rider or more than one horse this must be explicitly agreed at the initial fitting and assessment. A second rider or second horse should be available for the appointment in these scenarios additionally. If you use the saddle(s) for any horse or rider other than as agreed in the consultation, we will have no liability to you for any loss or damage caused.

RESPONSIBILITIES OF THE CLIENT:

The client is responsible for ensuring to the best of their ability that the consultation will take place in a safe environment and that the horse presented for assessment is fit and well. Both the tack and the horse should be clean and ready for the appointment and where possible, a dry location made available for the horse and fitter to stand during the consultation in case the weather should turn bad. Any required equipment should be ready and available at the time of the consultation and the dynamic part of the assessment should involve the horse’s usual tack.

The client is additionally responsible for ensuring that they are on-time for their appointment and that cancellation (as needed) prior to the appointment date is actioned in accordance with our cancellation policy. All requested information (i.e. photos + details of the horse, information about its rider, saddle etc.) must all be provided to the fitter at least two days in advance of the appointment date.

PERSONAL INFORMATION:

We handle client data in accordance with the Data Protection Act, 2018 and GDPR will only provide your personal information to third parties where the law either requires or where the client provides written consent for us to do so.

HEALTH AND SAFETY:

Amana Saddle Fitting Services is committed to maintaining health and safety during each saddle-fitting consultation. We will identify and monitor hazards where seen and insist on safe methods and best practices during all saddle-fitting consultations. We aim to comply with all applicable H&S regulations and codes of practice and insist that riders of horses during ridden assessments are wearing hats, are dressed appropriately and that they/the client makes us aware of any potential hazards at or ideally before the date of the consultation.

The client is responsible for ensuring a safe environment for the consultation to take place and make known any issues with the location or the horse that may impact upon theirs or the saddle-fitter’s safety.

If for any reason we do not feel it is safe to complete or continue an assessment, we will advise the client of this accordingly.

STATEMENT:

Just like human beings, a horse’s shape will change over time in accordance with age, season, level of training, management, injuries and other factors. As a result, it is important to ensure that the fit of your saddle is checked regularly and to contact your saddle-fitter if you detect any changes to your horse’s shape, your saddle or your riding balance/form or similar. The fitter cannot be held responsible for any physical changes to your horse’s physical condition post fitting a saddle that may result in a saddle no longer fitting the horse and it is the owner’s responsibility to communicate any changes or issues that they may observe following a fitting consultation.

ISSUES AND COMPLAINTS:

If you should incur any problems with a saddle or service provided by AMANA Saddle Fitting Services, please contact us about this as soon as possible to make your issue known to us. We will aim to respond within two working days, but please allow up to one week. We will do our best to help rectify your issue and advise a path forward but if the client and the fitter cannot come to an agreement on a solution, one or both parties are entitled to seek legal advice.

If you have purchased a saddle which appears to be faulty or has been mis-described you may have a legal right to end or reject the contract of sale (or to get the product repaired, exchanged/replaced, a service re-performed or to get some or all of your money back). Please refer to the Consumer Rights Act, 2015, for more information on your legal rights concerning this area.

If you wish to exercise your legal rights to reject products, the client is responsible for returning the products to us in the condition. Under some circumstances we may be able to arrange to collect them from you, but you must be available for collection at the agreed date and time of collection. Please contact us to discuss if you intend to pursue this option **before** taking action. Any damage incurred to new or used saddles by the owner resulting in the item not being in the same condition as it was sold may result in a wear and tear fee being deducted.

If for any reason you do not feel comfortable with addressing your complaint with your saddle-fitter, do not wish to raise legal proceedings through the court system or should wish to raise your complaint through a third-party, we can supply the contact details of our chosen body for alternative dispute resolution.

OUR RIGHTS:

This contract is between you and us. No other person shall have any rights to enforce any of its terms.

We have the right to reject an appointment consultation request or to leave a saddle-fitting consultation if we feel our health or safety is in danger, if the horse is deemed in an unacceptable condition to continue with the consult, or if the client becomes abusive in any way. The full cost of the consultation will still be charged in these instances.

CLIENT ACCEPTANCE:

I, \_\_\_\_\_\_\_\_\_\_\_\_\_hereby agree to the terms and conditions of AMANA Saddle Fitting Services as listed above.

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_