

## COVID-19 BOOKING TERMS – PLEASE READ

### Booking

- Online bookings only will be allowed. Payment must be made online – no cash bookings. By booking online in advance you will be accepting the terms and conditions. There is no need to sign in when you arrive.
- We will be strictly limiting the number of horses on the course and booking slots will be every two hours to ensure the facilities are never congested. We will be reviewing this on a regular basis depending on demand and, of course, any government updates.
- Although you are booking a two-hour slot, please ensure you arrive and leave within this time. Do not arrive earlier and you should leave as soon as you have finished riding.
- If you are running late for whatever reason please let us know (ring 07814 389551/07966 524791) and we can assess whether or not you can start late/move to the next slot. That way we can ensure there is no congestion.

### Parking

- The entrance gate from the lane needs to be kept shut AT ALL TIMES (as other gates will be left open). There will be hand sanitiser available to use on both sides of the gate. Please make use of it or wear a pair of gloves.
- We will be marking out parking spaces in the field. Please stick to them for your own safety.
- No horses are to be left tied to lorries unattended as we do not want to risk them getting loose and needing catching. Where possible please tack up in your lorry.

### Access to the course

- There will be separate entrance/exit gates onto the course that will be left open to minimise contact points and avoid congesting gateways. Please follow the signs.

### Riding

- To align with government guidelines, you may only ride in groups of no more than six. This includes anyone on foot so please bear this in mind when booking. Coaches may coach groups of up to five riders.
- Each booking is allowed ONLY 1 non-riding person, for example: instructor/family member or friend in the same household. No accompanying children are permitted.
- Please note that the footpath which runs along the hedge in the lorry park and continues across the schooling fields has been very busy recently. It is really important that you look out for – and give priority to – walkers.
- No dogs are allowed on site.

### Toilets

- These will be closed at the moment.

### Cancellation terms

- Lodge Farm reserves the right to cancel your booking in the event of adverse weather.
- We will accept re-scheduling/cancellations up to 24 hours before your booking. Please note, re-scheduling is free of charge however cancellation's in this period will carry a minimum of £1 refund cancellation charge (in addition to your booking fee) to cover administration fees.
- We will not accept cancellations/rescheduling within 24 hours of your booking. Refunds will only be applied in certain circumstances at the discretion of Lodge Farm. (Re-scheduling terms and cancellation fees will be applied as above.)