



Policies

Cancellation Policy

Please be advised that a strict **24 hour cancellation policy** is in place. Should a full 24 hours notice not be given or you fail to attend, the full fee for the lesson must be paid. Regrettably there can be no exceptions whatever the reason, even sickness. You may hand the lesson over to a substitute rider. However we will need to be informed, and given details of their height/weight.

Clothing & Footwear

Please be advised suitable clothing and footwear is required. A shoe or a boot with a small, flat heel is ideal i.e. Wellingtons. Trainers are not safe footwear. All riding hats worn must be PAS015/BN EN1384 standard. Riding hat hire is included for all activities if required.

General

- No Dogs
- No Smoking
- No speaking to the instructor or rider during lessons
- No children left unattended
- No RDAs left unattended
- Staff only in arena / yard

Payments

Bookings for any activity require full payment in advance. All activities will be charged at the full price should less than 24 hours notice of cancellation be given. It is recommended to arrive approximately ten minutes before the start of an activity. £1 fee will be made for credit/debit card payments. Cheques should be made payable to Baylands Equestrian Centre.

