



## **NEW RIDER INTRODUCTORY PACKAGE**

### **Who can ride?**

The great thing about horse riding is that it is suitable for men and women of all ages as long as you are fit and healthy and weigh no more than 90kg.

At the Showgrounds we cater for riders from the age of 4 years upwards. If you or your child has any special needs or medical conditions please state this at the time of booking the lesson. If Showgrounds can not cater for your needs will do our best to help you find a riding centre that can.

### **What if I have never ridden before?**

The point of a riding school is to teach people to ride so don't be afraid to give it a try. Our staff appreciate you openly discussing your riding level or fears as this helps them cater for you in the lesson. So please speak freely to them.

### **What do I wear?**

All riders are required to wear a safety standards approved helmet that is less than 5 years old. If you do not have a helmet we are happy to lend one to you.

You must ride in long pants and a fairly fitted top with at least short sleeves and no stomach or shoulder bare. Clothes should be fitted, not loose and flapping as this may spook the horse.

Remove all loose jewellery and don't ride with your car keys or mobile phone in your pocket.

Shoes must be flat soled with a small heel- no runners or work boots. You need your foot to be able to slip out of the stirrup in the event of a fall.

Gloves are optional, but advisable.

Long hair must be tied back from face.

### **How do I make a booking:**

It is simple to book, just request a booking form be sent to you or get one from our website. Fill out the form and send it in to us with payment. It will help to phone us before you send in your form so that we can confirm vacancies for riding times. If you are booking in for a new term then we will post you a confirmation of riding time before the start of term. If you have any queries please feel free to call us.

As we run a very tight schedule please turn up ten minutes before your booked in lesson or give us 24 hours notice if you can not make your riding time. Showgrounds does not refund any money paid for unused lessons. We can also not offer refunds or guarantee rescheduling of missed lessons. If you have completed a tax invoice/registration form then you are obligated to the contract. We can not run lessons over time so if you are late then you may miss some of your lesson.

### **What do I do when I arrive:**

Each riders name should appear on the white board with their allocated horse. If you need to borrow boots and helmets please come a little early so that you can be fitted for these items. Boots and helmets are found in the "Boots and Helmets" locker as you enter the stable complex.

If you are a new rider you will have to fill out some paper work including a "waiver of liability" form. This form states that you understand horse riding is a dangerous sport and you undertake riding at your own risk.

If you are unsure of your instructor please look for a staff member to help you. If we have not met you before we may think you are a friend of another rider and not notice you. please speak up so we can help.

### **Feedback**

At the Showgrounds we can not improve our service if clients do not give us feedback good or bad. If you have any queries or comments please discuss it with the manager on hand or speak to Michael. If you would like to keep it confidential then leave a message on the phone for Michael and he will be happy to chat.

### **Horses**

Each horse has their own temperament and personality. Some are easier to ride then others and some are better at some disciplines then others.

Our horses are our number one priority and we invite your feedback or queries on our horses and their care and maintenance.

### **How do I act around a horse?**

Horses being living creatures can be unpredictable. A staff member will instruct you on leading your horse to and from lessons but the basics are...

Always wear your safety clothes around horses including your helmet.

No sudden noise or screaming around horses as they will get scared.

Do not walk around the back of a horse unless supervised, as they can kick.

When leading your horse keep it well away from many other horses- especially the back end of other horses.

Ensure your tack and equipment is not dragging on the ground so that the horse can stand not on it.

Do not wrap reins and leads around your hands.

If in doubt ask your instructor.

*We hope that this information pack is helpful and will make you feel comfortable with our school. We look forward to seeing you riding in the near future.*