

BIRKHILL FARM RIDING SCHOOL Ltd
TERMS AND CONDITIONS OF SERVICES PROVIDED
1st APRIL 2010

BOOKING PROCEEDURE

All clients must book via the telephone or in person, Birkhill Farm Riding School will endeavour to provide a mutually convenient date and time for lessons, hacks or other events. It should be noted that at busy times such as weekends and school holidays, lessons, hacks and other events should be booked at least 48 hours in advance to ensure a place. On arrival for the lesson please report to reception.

PAYMENT TERMS

All lessons must be paid for prior to lesson commencement. Customers on “block booking” do not have to take consecutive lessons but book in advance to ensure a place in the appropriate class. Birkhill Farm Riding School Ltd will take payment by cash or cheque.

CANCELLATION POLICY

Birkhill Farm Riding School Ltd requires a minimum of 48 hours notice of cancellation of lessons, hacks or other events. Failure to provide the required notice will result in the following cancellation charges:-

50% of charge for lessons, hacks or other events cancelled with less than 48 hours notice.

100% of charge for lessons, hacks or other events cancelled with less than 24 hours notice

This cancellation fee may be waived subject to management discretion.

RIDER REGISTRATION

All clients must fill out a rider registration form prior to commencement of class. Customers must wear sensible clothing and footwear or may be unable to participate in lessons.

HEALTH & SAFETY POLICY

Clients are reminded to take note of the fire evacuation details and assembly points. Hard hats must be worn at all times when mounted.

Birkhill Farm Riding School Ltd First Aid team are:- Marion Stanley & Kris Redsell in the event of any accident.

The management of Birkhill Farm Riding School Ltd reserve the right to change these terms and conditions without prior notice.