

These LVRC Terms and Conditions are incorporated into the Authority's [Standard Terms and Conditions of Sale](#) which apply to all purchases.

Words defined in the Standard Terms and Conditions of Sale have the same meaning in these LVRC Terms and Conditions. If you are unsure as to whether you are able to take part in any activity, or you have any questions concerning these LVRC Terms and Conditions, please contact us before booking.

For the purpose of these terms:

- LVRC means Lee Valley Riding Centre
- You, means the customer, being any person taking part in any activity at the LVRC.

1 Important Notices

- 1.1 Riding is a risk sport, and animals can act unpredictably on occasion. All riding and equestrian activities carry inherent risks. You accept these risks and are responsible for your own actions and involvement.
- 1.2 All riders must complete a Rider Registration Form before their activity starts, which must be signed by a Parent/Guardian for children under 18.
- 1.3 If you or the person you are booking for has any disability, including but not limited to any learning disability or difficulties, an injury, physical disability, and/or physical or other medical conditions, you must contact us before booking on 020 8556 2629 or riding@leevalleypark.org.uk as the activity may not be suitable. We will need some detailed information and may need an assessment lesson so we can recommend the best activity for you.
- 1.4 For all public lessons including "Have a Go", private lessons and birthday parties, the following applies:
 - Age restrictions: minimum age 5 years for all group lessons.
 - Weight restrictions: maximum weight 13 stone or 83 kg.
- 1.5 A place on a group lesson is subject to assessment by one of our instructors, who will recommend the most suitable lesson for you to join. You can be assessed on a private lesson.
- 1.6 Riding while pregnant is not permitted.

2 Cancelling or re-scheduling a booking; Late arrivals

- 2.1 For "Have a Go" lessons, groups and private lessons, cancellations received at least 48 hours prior to the lesson can be refunded or rescheduled. Cancellations received less than 48 hours prior to the lesson will not be refunded or rescheduled.
- 2.2 Own a Pony days: cancellations received 7 days prior to the activity date can be refunded or rescheduled. Cancellations received less than 7 days prior to the session will not be refunded or rescheduled.
- 2.3 Birthday Parties:
 - Cancellations received more than 14 days before the party date – full refund
 - Cancellations received 7 to 14 days before the party date – 50% refund
 - Cancellations received less than 7 days before the party date – no refund
- 2.4 Courses:
 - Cancellations received more than 14 days before the start of the course – full refund less cancellation fee of £50.00.
 - Cancellations received less than 14 days before the start of the course – 30% refund
 - Cancellations received after the course has started – no refund.

- 2.5 Late arrivals will not be admitted to any "Have a Go" sessions. We will not refund or reschedule activities missed due to lateness. Late arrivals are not permitted to join any Have a Go lesson.

3 Site Rules

- 3.1 A Rider Registration Form must be submitted for all participants before the activity can take place. (The form is available on our website and at reception). If this form is not submitted the booking will be cancelled and the cancellation clause 6 of these terms and conditions will apply.
- 3.2 Smoking: smoking, including e-cigarettes, is not permitted anywhere on the premises except the car park.
- 3.3 Do not feed the horses: it can be bad for their health and can make them nip.
- 3.4 Dogs: are welcome but must be kept under control and on a lead at all times.
- 3.5 Bicycles, skates, scooters, etc. are not permitted into the premises; prams and pushchairs must not be taken into the covered stable yard.
- 3.6 No ball games, running or shouting, picnic blankets or balloons.
- 3.7 All safety instructions given by staff must be obeyed.
- 3.8 Photography is permitted at LVRC subject to the following conditions:
- No flash photography
 - No photography in reception area, changing rooms or toilets
 - No photography when requested by a member of staff
 - Videoring riding lessons is prohibited. Please respect our staff and do not video them at work.
- 3.9 You are aware others are permitted to take photographs on the premises where you or your child may be riding.

4 Children and Young People

- 4.1 The riding centre is a working yard with large animals and machinery, and is not a suitable place for unsupervised children. Visitors are welcome to look around the centre, but children under the age of 16 who are not directly supervised by a responsible adult are not allowed into the Riding Centre.
- 4.2 Children participating in an activity:
- Children aged under 8 years – their parent or responsible adult must remain on site for the duration of their activity.
 - Children aged between 8 and 15 years – their parent or responsible adult need not be on site for the duration of the activity but must either be present to supervise the child immediately before and after, or ensure that their child arrives not more than 15 minutes before their activity and leaves immediately afterwards, as children are not supervised by riding centre staff before or after their activity.
- 4.3 Children found here unaccompanied will be asked to wait in Reception while their parent or guardian is contacted to collect them

5 Clothing

- 5.1 Long, loose fitting / stretchy trousers or jodhpurs; top with sleeves; strong shoes or boots with a small block heel - no footwear with flat soles.
- 5.2 Hard hats must be worn when riding at the Centre and by anyone under 18 years of age when handling horses and ponies. Riding hats must meet the current British Horse Society (BHS)

standards. These can be found on the BHS website or on our notice board. All hats must have a British Standards Institute (BSI) Kitemark.

- 5.3 No facial piercing jewellery, no jewellery worn outside clothes except wedding rings.
- 5.4 A body protector must be worn for all jumping lessons. You must provide your own body protector.
- 5.5 You can hire the following from the centre: Hats: £3.00 per session. Hat hire is free for "Have a Go" customers. Boots are available to borrow free of charge.
- 5.6 The Authority reserves the right to inspect your riding hat and body protector. If, in our staff's opinion, your equipment is not suitable for your activity, you will not be permitted to use it. Where possible, you will be able to hire equipment from us so that you can take part although we do not guarantee this.
- 5.7 If you choose to use your own equipment, you do so at your own risk and the Authority will not be liable for any damage or loss to it while it is at LVRC.

6 Bookings

- 6.1 All activities must be booked and paid for in advance, either online, in person or by telephone. Have a Go lessons can only be booked via our website. We cannot take bookings by email. Payment can be made by cash, debit or major credit card.

7 General Information

We require a minimum of 4 riders for each hour long group. If there are fewer riders, the length of the lesson may be reduced to 45 minutes as the activity will be more intense and strenuous for horse and rider. Whenever possible we will try to inform you in advance of changes to duration.

Activity instruction and guidance are given in English. In order to safely participate in any activity at LVRC you must be able to understand all instructions in full.