



# GENERAL TERMS & CONDITIONS

Policies and Procedures

Company operations and welcome pack, Policies and Procedures. To be read before booking. For all on yard activities. Thera-Pony & Once Upon a Pony.

**R & J Equestrian**

Version 1:1

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## ABOUT US

R&J Equestrian is a partnership run by Rebecca Tait and Jenna Gill. It includes 2 equine businesses trading as Once Upon a Pony and Thera-Pony. Rebecca & Jenna have both working experience and training/qualifications in the childcare and equine industry, for a combined 15 years. Fully qualified, Insured and Licensed to deliver all equine activities on and off the yard. We are passionate about horses and education and Our goal is to help others make meaningful life improvements through their experiences with horses. Working in the equine industry for so many years has helped us realise the health benefits that come with it and we want to share these benefits with those who do not have the same opportunities.

To help us achieve this we have a team of very special, well trained miniature Shetland ponies. All ponies have undergone training and are super at their job. We deliver fun activities to suit all ages and levels of experience.

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### *Policies and Procedures*

*The General Terms and Conditions from the main part of all the overall terms, operational policy and procedures, terms of service and guidelines are legally bound as a collective. After the point of sale and following confirmation of a booking, or the signing of a contract, the customer enters an agreement with R & J and will be legally bound by these terms and conditions accordingly. R & J hold public liability and employers' liability and are fully trained and Licensed to carry out activities.*

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## 1. Booking

To book one of our services we require a booking form to be completed in full in order to accept our terms of service. Booking forms will be sent to the customer via email and must be completed and have all the correct information entered. Each form is booked for a specific date and this date only. Each form must be signed and dated before being returned via email.

Bookings can also be taken via Facebook messenger or email where chat logs can be recorded.

When you are ready to book, send us a message with details on which activity you are booking and we will confirm or offer an alternative date. Bookings will be added to the diary as provisional until a booking deposit has been received, this is 50% of your total cost. Until we have received your deposit your desired date is still open to be booked by other customers, only once your deposit has been received will your date be secure. An invoice will be issued at time of booking. Deposits are non-refundable if cancelled (*see cancellation policy*)

## 2. Management

R&J will liaise with the customer to confirm booking and confirmation will be sent via email. Once the customer has booked, they will automatically be bound by the terms of service.

## 3. Cancellation

We require 4 working weeks' notice for any cancellations in which circumstances a 50% refund will be made. In extreme circumstances such as the centre being closed an alternative date can be arranged or full refund will be issued at the centres discretion. In circumstances out with our control, such as adverse weather, where no activity can be held inside a voucher will be awarded to the customer up to the value of the cost of the original booking, it will then be left to the customer to re-book a session at a time to suit using their voucher.

## 4. Payment Terms

Pricing will be discussed with the customer at time of enquiry, Discounted pricing will be available for some group bookings if several in sequence or multiple sessions are agreed. All payments are to be made by Bank Transfer at the time of booking. No date is secure until payment of deposit (50%) has been made. An invoice will be made and sent to the customer, Confirmation of payment will be sent to the customer via email.

## 5. Services and customer safety

To ensure the safety of guests during any event or session the following of health and safety guidelines are strongly advised. There will be a strict 'No Smoking' policy in place on all parts of these premises.

It is the responsibility of the customer to ensure safe parking is adhered to within the designated parking area at the centre. At no time should a customer drive past the parking zone or block the centre of the carpark. This is a through road and used by the airfield bus.

It is the responsibility for customers to ensure children do not touch the electric fencing, all fences at the centre are electric and hooked up to the mains.

It is the responsibility of the customer to make us aware of any delays to their allocated session time. We cannot extend sessions past your allocated time if we have others booked in after you. No refund or deduction in cost will be made in these circumstances.

### 5.1. Clothing

Events and sessions all take place outside at the centre and there are advisable clothing guidelines to follow. We will provide all safety equipment; however, it is the responsibility of the customer to ensure they are adequately dressed for the activity and the weather. We recommend you wear boots with a small heel for all riding activities. A waterproof jacket and a warm jumper.

### 5.2. On-site facilities

there are rustic, outdoor toilet pods! the 'cowboy shack' as it's come to be known! we're working on upgrading; however, the kids seem to love it. After the activities with the ponies, we go as a group to the toilets to wash our hands at the 'Cowboy Shack Tap'

There are no baby changing facilities on site.

There are tea and coffee facilities available (a small fee may be charged)

## 6. Animal Handling and session provision requirements

All our ponies are accustomed to being regularly handled and thrive on it, however, customers and guests should understand that all animals maintain the ability to inflict damage if they feel threatened or stressed. If the ponies are in any way handled in a manner that is distressing to them, contrary to the handling advice given, R & J reserve the right to withdraw the service immediately. Our staff have our own guidelines to adhere to when providing interaction and handling of animals for their own welfare. A safety talk will be held at the start of each session.

### 6.1. Food and Drink

For sessions or service provision whereby food and drink are readily available, the customer should ensure that all guests refrain from eating outwith the allocated 'snack time' set out for that session to ensure for proper hygiene. The ponies will smell the food on the hands and clothes of the guests, and this can encourage 'nibbling' or looking for treats. If an accident occurs due to food being present R & J hold no responsibility for damage or pain caused. Accidents will be recorded but R & J will not be held liable. Food and drinks are not to be taken out of the barn area and no customer should take it upon their self to feed any pony or animal unless instructed by staff.

### 6.2. Parking

It is the customer's responsibility to ensure safe parking. There is a designated parking area for R & J guests. This is located through the double metal gates (after the sky diving club) up against the hedging or against the field fence, we ask no cars park in the centre of the car park and no further forward than the green square tanker viable on the right hand side (in front of the field fence). This is to ensure safety of all Muirhouses residents and businesses. The airfield is operational with aircrafts landing and taking off throughout the day, there is also a bus shuttle which runs through the carpark.

It is the responsibility of the customer to ensure all dogs are on leads and do not roam free, this is a working farm and we have ewes and lambs in surrounding fields as well as horses and ponies.

It is the responsibility of the customer to ensure no guests touch the fence, all fences at the centre are electric.

### 6.3. Health and Safety

In order to keep the customer, guests and even our ponies safe from disease it is extremely important to ensure all guests wash their hands prior and after touching the animals. Not only can humans catch diseases from horses, a process called zoonosis, horses can catch diseases through contact from humans. It will be the customer's responsibility to ensure this is carried out thoroughly. Baby wipes and hand gel are also suitable. Staff will ensure had washing before eating during your session.

### 6.4. Safeguarding

We work with many vulnerable children, young people and adults. R & J are fully disclosure checked and carry safeguarding certificates; we continually update our safeguarding training along with changing guidelines.

## 8. Liability

R & J holds employers Liability and Public liability. R & J endeavor to provide the best service possible, occasionally circumstances outside of our control may occur.

R & J will NOT be held liable for the following

- Customer's that may be injured by the animals whereby there has been a blatant disregard of health and safety guidelines, handling guidelines, supportive advice, disruptive or dangerous behavior.
- Cancellations made by the customer outside of the terms within the Cancellations and Refund Policy.
- Delay or non-delivery of an event, session or service provision including but not limited to bad weather, traffic problems, staff shortages, facility issues and faulty equipment or health and safety issues
- Customer's that may be bitten by the animals by accident, where the animal has caused injury that has no intent to harm or whereby they have not been provoked.

## 9. Health and Safety

R & J view health and safety whilst working with animals during activities very seriously. We try to ensure that the customer and their guests or the general public at events, sessions or service provision are made aware both visually and verbally of all guidelines. Although we try to ensure

that health and safety is always paramount within our operation, occasionally through accident or non-provoked incident an animal may bite or a customer may have an accident or injure themselves. Customers must be prepared to accept that if this incident occurs and is non-malicious or by accident, then it is a risk the customer must accept. R & J will internally complete an Incident Form to be witnessed and signed by the customer where a copy will be retained by R & J and a copy made available to the customer.

#### 10. Complaint's

R & J have a strict policy in place to ensure that your expectations for your event, session or service provision are at least met if not exceeded. We have various quality control mechanisms in place that regularly monitor the delivery of service with our partners and our own services. We encourage the customer to complete a short feedback form from time to time where constructive criticism or praise can be used to continually help us improve your experience and our products and services. In the event that you wish to make a formal complaint you should first speak to your event-session leader on the day and then raise your issue via email. Once received, any complaints will be dealt with where necessary and escalated appropriately.

#### 11. Contact

Please direct any questions, enquiries or complaints to us at [info@rjtherapony.co.uk](mailto:info@rjtherapony.co.uk) or Telephone 0739699295.