



Triley Fields Equestrian Centre

COVID-19 - INSTRUCTIONS FOR CLIENTS - MARCH 2021

Our plan for safe lessons.

Following the most recent announcement from the Welsh Government we are now pleased to announce we will reopen for private and household group lessons of up to 4 people and lessons for the under 11's starting from Monday 29th March.

Our Centre still needs to prioritise the safe keeping of our staff and clients and ask that all attending the Centre are respectful of measures we have chosen to implement.

The following criteria will apply to **ALL** clients:

- Livery/loan owners may access their stables and should tack up their own horses returning them to the stable or paddock after the lesson.
- Riding School Clients will be permitted in the tack up area and arenas but we please ask you not to enter the stable areas or the office/kitchen areas in order to protect our staff. Horses will be tacked up and tied up in the tack up area ready for riders.
- Clients may bring their own horse to the Centre for lessons. Each client bringing their own horse may bring 2 members of their own household to assist them but they must all be aware and respectful of the rules. They must park in the lorry park observing at least 4 metres between vehicles taking into account side or rear loading access. You must bring your own water and buckets.
- We will only take bookings from clients who are from households who have been observing strict social distancing, are non symptomatic and who have observed all Government requirements during lockdown.
- All lessons must be booked by email as the office is currently unmanned. All lessons must be paid for at the time of booking by Bacs transfer. Details of Bacs transfer as follows Acc no 32211238 sort code 40-24-11 and please use your name as the reference. You will have been asked at time of booking whether you require weekly or fortnightly lessons, it will be assumed that you will be attending the following week/fortnight unless you contact us via email to inform us otherwise.
- Should your situation change between booking a lesson and the lesson day our usual CANCELLATION TERMS apply: If notice is given more than 2 days before the lesson there is no cancellation charge. 2 days before the lesson 50% of the lesson fee will be charged, one day before and on the same day the full lesson price will be charged.

The correct procedure to cancel is to email enquiries@trifec.com before 7pm on a weekday or before 5pm at the weekend. Please do not call the office as it is currently unmanned, do not text or Facebook message to cancel and please do not ring the instructor as they could be teaching. This also applies if you have a horse here on livery or have a loan pony, and need to cancel lessons.

- Clients are asked not to arrive at the stables more than 10 minutes before their lesson time. Please use the hand sanitiser at the entrance gate. Please park at least 4 metres away from other vehicles. Do

not bring dogs to the yard. Clients may make their way to the tack up area 5 mins before the lesson start time and must follow all guidelines and signage on the yard.

- We reserve the right to check clients temperature on arrival.

- Competent Clients should untie his/her horse leaving the head collar in the tack up area. The Client must adjust girth before mounting and again after mounting in addition to adjusting stirrups if necessary and wait for the instructor before proceeding to the arena. For less capable riders or those under 18 years/vulnerable adults an accompanying competent adult from the same household or the instructor may help with this. At the end of the lesson the Client should return the horse/pony to the tack up area and tie securely. If necessary the accompanying competent adult or instructor wearing a mask can assist with this.

- All lessons will be strictly risk assessed and kept within riders competence.

- It is preferred that riders wear their own riding hat which conforms to current safety standards, suitable riding boots and P.P.E. including clean gloves and must make use of sanitising facilities upon arrival/departure in the tack up area.

- Limited spectators will be permitted and must be from the same household as the rider. Please be sensible and try to limit this to one spectator per rider. Spectators must adhere to all rules listed.

- Tack will be cleaned with a suitable disinfectant product by a member of staff immediately after use as will riding hats if borrowed. All staff will be wearing appropriate PPE.

- Please follow all instructions given by staff members and instructors.

- The toilet will be available for use by clients. Please only use the toilet facilities if essential. They will be cleaned at regular periods throughout the day along with handles and other points of contact. Please wash your hands thoroughly for a minimum of 20 seconds using hand wash/soap and dispose of paper towels in the bin provided.

- Clients must depart immediately following their lesson, there must be no socialising with staff or other clients and no watching other clients lessons. **Please observe Social distancing (2m) guidelines.**

By booking a lesson you have acknowledged that you have read and accepted these conditions.