

HARTWELL RIDING STABLES LTD

YARD POLICIES & RISK ASSESSMENTS

Photography

Parents/ friends are welcome to video/ photograph the rider they are accompanying; however permission must be sought from the instructor and the rest of the group if others could appear in the footage.

There is CCTV in operation at the yard for everyone safety.

Social Media

No images are allowed to be shared online of Hartwell Riding Stables Premises or Ponies without prior permission.

Complaints

Please address any complaints by email to jackie@hartwellstables.co.uk. We will reply within 48 hours to the initial complaint.

Physical or Emotional Abuse

Hartwell Riding Stables Ltd will not tolerate any form of verbal or physical abusive behavior towards its staff under any circumstances. In the event of any abuse, you will be asked to leave the premises immediately.

Refunds

We operate a strict 48-hour cancellation policy.

Payments made in advance for Activities and Lessons

Hartwell Riding Stables Ltd has a strict 48-hour cancellation period, and lessons or activities cancelled within 48 hours will be fully chargeable.

Lessons or Activities cancelled outside these hours may be transferred to another day.

Dogs and Pets

There is a very strict no dog policy. Please abide by this rule.

Safeguarding

Hartwell Riding Stables Ltd fully accepts its legal and moral obligation under the children's act (1989) and (2004) to provide a duty of care to protect all children and

safeguard their welfare, irrespective of age, ability or disability, gender reassignment, race, religion or belief, sex or sexual orientation and socio-economic background.

The aims of our safeguarding policy are:

- To ensure robust safeguarding arrangements and procedures are in operation to provide children and young people with appropriate safety and protection whilst at Foxglove Farm, allowing them to participate in a fun, safe environment and in an atmosphere of fair play.

To Take all responsible, practical steps to protect children and young people from harm, discrimination and degrading treatment and respect their rights, wishes and feelings.

- To ensure everyone understands their roles and responsibilities in respect of safeguarding and are provided with appropriate learning opportunities to recognize, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to children and young people.
- To ensure appropriate action is taken in the event of incidents/ concerns of abuse and support provided to the individual/s who raise or disclose the concern. All concerns or allegations of poor practice or abuse are taken seriously and responded to swiftly and appropriately.
- To ensure that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored.
- To maintain high standards of behaviors and good practice through compliance with the BHS coach code of conduct and the BHS codes of conduct for parent/ guardians, junior members and volunteers.

All instructors are trained in safeguarding. The safeguarding officer is Jackie Faulkner.

Code of conduct for spectators

- Treat instructors and staff members with respect.
Please do not interrupt or distract the lesson at any point.
Please be respectful of other clients.
Behave positively when watching your child, offer encouragement.

Code of conduct for parents and carers

Attendance for Lessons and Activity Days

- Please ensure your child has the correct clothes for the session and weather, as well as enough food and drink.

- Try to make sure your child arrives to the sessions on time and is picked up promptly, if you are running late please let a member of staff know or if your child is going home with someone else.
- Complete all consent, contact and medical forms and update us straight away if there are any changes.
- Make sure your child wears any protective kit where necessary.

Do not enter the riding arenas without consent of the instructor. This also applies in the event of an accident. Our staff are fully first aid trained and we will call you in when the area is deemed safe.

- Talk to us if you have any concerns.

Please do not smoke, drink alcohol or take drugs while on the premises.

Umbrellas do frighten many horses so for this reason we do not allow them at the stables. Sorry if you get wet but the safety of our riders is our priority.

Please do NOT feed any of our horses – some are on specific diets and have allergies. If you wish to bring in a treat for a horse, please hand it in to the office and it will be given in the feed.

Children who are not riding are welcome but must not be left unsupervised. No running or shouting at any point.

Flip Flops and open toed sandals are not suitable footwear at the Stables so please stay away from the horses.

Riders are not permitted to ride in shorts or skirts at any time of the year.

Shoulders must be covered when riding. No vest tops or cropped tops allowed.

Riding Boots must be worn for lessons and activities.

DRIVING – please drive at a maximum of 10 miles per hour and vehicles and personal possessions are left at your own risk.

DO NOT drive on the grass.

Please ensure that the metal gate on the second gateway to the premises is closed.

