

Welcome to Squirrells

When are you open?

We are open 6 days a week (closed Thursday). Lessons and hacks are available from 8am weekends and 9am weekdays.

Are there any restrictions on age or weight?

The maximum weight of rider we can accommodate is fifteen stone (or 95 kg). There are no age restrictions for riders.

How do I pay?

Payment is required at the time of reservation and can be made via cheque or cash or debit/credit card. Credit cards carry a 2% charge. Incidentally all fees are reviewed annually by 1st April. All lessons must be paid for in advance in order to hold the booking slot. Please see the office if you have any questions.

What happens if I need to cancel my reservation?

Horse riding is an outdoor activity, therefore we continue in all weathers. We do require forty-eight hours notice of cancellation in order to refund or transfer your reservation fee, any less and you would lose your money. We would only cancel our lessons if the site was unsafe and would post this on our website ASAP but please always call if you are in any doubt.

What time should I arrive?

If you have not been to us before please arrive at least fifteen minutes before your "Assessment lesson" to enable one of our team to welcome you and assist in completing a new Rider Registration form. Otherwise generally plan to arrive at least five minutes before your riding time as we do follow a punctual timetable. Please note that mounting and dismounting is included in the duration time of each service as quoted on our Price List.

What should I wear?

Whilst riding hats can initially be borrowed from us, once you decide to ride regularly with us it is important to have your own hat professionally fitted to ensure maximum protection - along with your own body protector. Footwear needs to be of a sturdy construction with a smooth sole and small heel to prevent the foot slipping through the stirrup

As horse riding is an outdoor activity please select clothing that will adequately protect you from the rain, cold or sun as appropriate. Jogger bottoms or leggings are an ideal alternative to jodhpurs and please remove jewellery and any solid items from your pockets pre riding to prevent loss or personal injury. Note for the more advanced riders: spurs may only be worn by students training at British Horse Stage 3 Level and above.

A detailed list of recommended riding wear and suppliers is available please ask us for one.

Whilst horse riding is rightly recognised as a "risk sport" you can be assured that we take your safety very seriously and as a result the risk of an accident whilst riding at Squirrells should be reduced. However you must be aware that if you choose to ride regularly the odds are that at some point in the future you will fall off - the reassurance is that nine times out of ten you will be painlessly back up on your feet before you even realise you fell off in the first place!

At Squirrells you have the added confidence of knowing that our instructors hold the BHS up-to-date first aid qualification, with training specifically geared towards equestrian related incidents. This training enables staff to deal swiftly, competently, and safely with any occurrence. It is important to also be aware that horses are large, sensitive animals that can behave unpredictably at any time. For your own safety and those that you are responsible for, follow all guidelines we give to enjoy maximum benefit from being in the wonderful environment of horses.

Smoking - is only permitted in the Car Park Area away from the buildings. As we have many children that ride with us please be mindful not to smoke in their sight - Thanks in advance for your cooperation.

And finally if you have booked a group lesson and you are the only person in the lesson you will receive a $\frac{1}{2}$ hour private lesson. If there are only two of you will generally receive a 45 minute semi-private lesson - this still represents excellent value for money and will be honoured at the price of your regular lesson.

Happy Riding

Hayley and the team