



Safety Guidelines & Policies

Welcome to Ruby Hill Equine Centre, the following policies are being advised for your consideration upon joining us for a horse riding experience with your health, safety and enjoyment being our priority!

Communication:

We have a Ruby Hill Facebook Page and a website with most information provided there. You are also welcome to text my phone. Enrolments for regular lessons are joined to the group chat through messenger so we can communicate regarding any cancellations or weather updates.

Bookings and payment:

Please note 10% deposits are required upon booking and 48 hours cancellation fees apply for casuals, camps, riding days and 24 hour cancellation required for permanents (anyone on a pre paid riding or plan)

On arrival:

- Upon turning down our driveway please observe the 10km an hour speed sign to be adhered to from the first gate. Please advise this to anybody providing lifts to your riders
- After parking proceed to gate with sign 'office'
- Make yourself comfortable in the client area. Please stay in this area during your time with us, riders will be escorted to the riding area by an assistant. There is to be no entry to riding areas for non-riders.
- Please note the Orange sign saying, "No entry, please wait here for assistance".
- Swings and trampoline are not covered by insurance, parental supervision is expected and the general rule of one person at a time be followed.

Preparing for activity:

- Fill out in FULL and sign a Disclaimer.
 - Boots, Helmet, back protectors and chappettes are located in the big cupboard next to the bathroom.
 - If using your own equipment we will check that they are rated for our safety specifications
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- All Riders must wear heeled, elastic sided, smooth soled riding boots
 - Long sleeve shirts and pants must be worn to protect skin in all weather
 - Please do not speak to, disturb or distract any instructor or helper during lessons.
 - Please do not approach any horse that may be loose or in reach
 - Please refrain from any foul language.
 - Smoking is not permitted anywhere on Ruby Hill property.
 - Booked activities cannot be transferred to other activities or lessons without prior arrangement.
 - All activities to be paid for upon commencement of ride.

Commencement of activity:

- Each rider is assisted to mount and taught to turn and stop. Emergency stops will also be shown. A warm up of walking, changing direction and stopping will be practiced until instructors are satisfied the rider is on a compatible horse, comfortable and understanding instructions.
- Then further activities are discussed, and riders can choose their lesson from the options given.
- In the event of a fall, please do not enter riding area under any circumstances, staff are all first aid trained, procedures are in place. By entering you risk yours and others safety further.

The horses you will be riding:

- For those that have enrolled in regular lessons, horses will be rotated between riders at instructor's discretion. No requests will be taken for particular horses to be ridden. Riders will often choose a horse they find easy which doesn't build their skill base overall.
 - Horses are very fast and unpredictable, it is important that instructions are carried out in a firm manner. You will be encouraged to be firm but fair with your horse.
 - We pride ourselves on the physical and educated quality of our horses that we provide for you.
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- A horse that is not disciplined to follow commands, will continue to display further negative behavior, the rider needs to be very assertive with their horse immediately.
 - We must always be the leader in the partnership. Following these understandings keeps you safer.
 - During your ride with us you may hear very loud, assertive instructions. We may need to encourage the rider to be very assertive with their horse, and this must be done immediately to prevent any negative behavior from the horse.
 - If riders need a parent or moral support during their ride with us, you may accompany them to the horse area and stay with them through the duration of their ride. We ask that you do not take them off the lead or alter any equipment.
 - We advise parents to stay during lessons to fully understand the learning process and to give support, resolve or assist their children if they have concerns.
 - Disruptive or dangerous behavior will receive a warning and then if repeated will result in early finishing and removal from group with no refunds or catch ups given.
 - Rider conduct is important for other riders to enjoy their session.

Upon leaving:

- Please return your gear to the cupboard and adhere to the 10km speed limit.

Thank you for your visit with us.