



Policies for booking of events at Castle Farm Livery and Cross Country

Castle Farm Livery and XC policy for entering and competing events.

This must be read by all riders before booking and attending events

Rider safety and course etiquette:

Horse riding is a dangerous sport, Castle Farm Livery & Cross Country cannot accept responsibility for any loss, damage or injury caused to riders, horses, or property and only permit riders to compete on this basis. All entrants must accept this declaration, confirming that they alone carry the responsibility for any accidental injury or damage that may occur as a result of riding on these premises.

Riding hats conforming to current British Eventing safety standards must be worn at all times when mounted for jumping. Riding hats conforming to current British Dressage safety standards must be worn at all times when mounted for flatwork events. Helmet fitted go pro cameras or similar are not permitted. Chest mounted are fine.

Body protectors conforming to current British Eventing safety standards must be worn whilst riding on the XC course.

All riders must have a responsible adult with them to assist in case of an emergency

All riders to have a mobile phone with them in case of emergency

Car/lorry park gates must always be shut in case of a loose horse

British weather is unpredictable, please ride safely and respectfully according to the ground conditions.

STRICTLY NO DOGS ALLOWED

If you bring an instructor with you to coach within the warm up areas, they must have up to date insurance to cover teaching at our venue- please forward them the '3rd party code of conduct' below.

Riders must each have public liability insurance to cover them for the horse they are riding

There are public footpaths crossing sections of the XC course, please be aware of people using them, there may also be dogs on areas of the course that have public right of way.

All rubbish and horse muck must be taken home with you.

Please ensure all event rules and terms and conditions specific to each event are read and understood at the time of booking.

Equine Vaccinations-

As a minimum requirement to hire the facilities your horse must be flu vaccinated every 12 months to arrive onsite- please upload your vaccinations to your Equus profile before booking or your booking may become void. Reminder email will be sent out at the close of entries to upload any vaccinations not yet uploaded. Any vaccinations not uploaded before event day will mean you will not be permitted entry to Castle Farm premises on the day of the event.

Cancellation & Amendment Policy:

No cancellations or amendments will be accepted once event entries close, once entries close the window will open for late entries, no cancellations will be accepted for any late entry fees regardless of the final closing date. Late entries may not be available for all events. Bookings cancelled or amended after the close of entries are **non-refundable and non-transferable**, and no credit notes will be issued.

For amendments or cancellations made before the close of entries, an administration fee of **£5.00** will apply. This fee will be charged through Equus and must be paid before any amendment is processed. This will be at the discretion of the event secretary. There will be £5 added to the cost of the listed price for each class entry if entered during the late entry opening window to cover the additional administration required.

Where a booking is cancelled before the close of entries the remaining balance (after deduction of the original booking fee and the £5.00 administration fee) will be issued as a **Castle Farm Livery & XC account credit**.

Credits:

- Are valid only for **Castle Farm Livery & XC** events and course hire; cannot be used at any other venue operating through the Equus booking system;
- Are non-transferable and cannot be exchanged for cash/bank transfer.

No refunds will be issued for course hire bookings under any circumstances.

If Castle Farm Livery & XC is required to cancel a booking due to adverse weather, unsafe ground conditions or circumstances beyond our control, customers will be offered a full refund with no deductions.

Accidents:

Any accidents that occur onsite must be recorded using our accident reporting form. Here is the link to fill it out

https://docs.google.com/forms/d/e/1FAIpQLSeo7erjmGAfQHERhtJsIVcXM_dBNkDlEkobPJxGys6DdTgkw/viewform?usp=header

Please respect all of our staff, Marshalls, fellow competitors and liveries. We all want to be safe and enjoy the events. Please follow instructions from staff and event Marshalls for your safety. Please make sure you familiarise yourselves with the rules of the event before arrival.

