



Castle Farm Livery and XC policy for use of the XC course.

This must be read by all riders before booking and using the cross country course

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 hire the facilities on this basis. All hirers 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. 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

Use of XC is not exclusive, there may be other riders using the XC or hacking on the farm. Numbers will be limited- if you have booked the XC you are not to use other facilities

Only jump fences within your and your horse's capability.

Where a fence has flags, it must be jumped with the red flag on the right as you jump it. Please respect others using the course and communicate if you wish to overtake anyone in front of you.

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, they must have up to date insurance to cover teaching at our venue.

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

There are public footpaths crossing sections of the 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.

Cancellation & Amendment Policy:

No amendments or cancellations will be accepted within **48 hours** of the scheduled booking time. Bookings cancelled or amended within this period are **non-refundable and non-transferable**, and no credit notes will be issued.

For amendments or cancellations made **more than 48 hours** before the scheduled booking, an administration fee of **£5.00** will apply. This fee will be charged through Equus and must be paid before any amendment is processed.

Where a booking is cancelled outside the 48-hour window, 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 either a full refund or the option to transfer their booking to another available date- without any admin charges.

Accidents and Damage:

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_dBNkDIfEkobPJxGys6DdTgkw/viewform?usp=header

Check each fence for damage both sides before jumping, in case the horse before you has damaged it and not reported it. Please report any damages, so we can keep it safe for everyone. Any areas which are roped off are out of bounds for maintenance etc.