

## **What are the benefits of Membership?**

The unique membership we have here at Lavant Equestrian is essential for all keen horse riders, whether aspiring or established. Whilst you do not have to be a member to ride with us, 99% of our three hundred- plus weekly riders choose to do so.

With your guaranteed riding slot, progress is swift through weekly sessions following a carefully structured development programme with your designated qualified coach to look after you. The other benefits from membership are a whopping +30% discount against non-member prices, have priority booking over all extra-curricular activities we hold here and be eligible to join our exclusive horse and pony loaning arrangement.

The membership is designed to ensure our clients get the best possible value and customer care. By selecting a convenient slot for yourself on a set day, at a set time ensures you receive the minimum requirement of one ride a week, which is essential if to keep building upon fitness and retain muscle memory. Split the sessions further apart and you will lose heart due to the slow progress through lack of fitness and lost continuity. Horse riding is a demanding sport and like all sports, it has to be practised with frequent regularity in order to succeed.

Through this dedicated weekly session we can then help you further by creating your own personal development programme, with the assistance of your assigned coach, and if you are in a group you can also be sure you will be riding with the same people, who will be of similar and ability to yourself, each week. Then there is the careful selection of horses assigned to these known, designated lessons.

Our carefully structured membership, designed to ensure we are able to supply the best possible customer service to our clients, is essential to ensure all the points made above can be put in place. Without it, the booking of ad hoc lessons has no future, they cannot supply the critical continuity through having your own dedicated coach, who is also responsible for overseeing your safety and development, the same classmates (if applicable), the most appropriate horses for your time slot and ensure you ride frequently enough to make the progress necessary in order to ride properly or improve your riding if you are already a skilled equestrian.

## **Types of Membership**

There are two types of membership – Group and Private – with variations within the two to suit different customer requirements.

### **Group Membership**

Riding with five others of similar age and ability – unlike most riding schools we do not mix adult and children together - these are one hour sessions which switch between flatwork and jumping – once of sufficient ability level to jump. Riding out, around and fields and tracks, or on the neighbouring farm, are also added into the mix once of sufficient ability to remain safe.

Group lessons are held on weekdays from 16:30 onwards and throughout both days of the weekend. Children are best taught in groups due to this being their primary learning style from school and all ages benefit from the camaraderie and confidence engendered by riding with known others. Weekday groups for children cost a little less than child weekend groups, adult groups cost the same regardless of day or time.

There are eight different levels of children's groups and four different levels for adults. New riders will start at their appropriate level and with the instructors' recommendation will gradually progress up the levels as they improve. At each level there will be several different groups taking place and we encourage members to carefully select their most convenient group for maximum participation.

### **Private Membership**

There are three-quarters of an hour private sessions for adults or half-hour sessions for those children who benefit from riding on a one-to-one basis. The client has overall control of what they wish to do in the private

lessons, for example, it is not unusual for adults to prefer not to jump, so they can set the tone and speed of their progress under the guidance and discussion with their assigned coach.

Peak Private Membership is for a regular weekend slot, Non-Peak Private Membership is for a regular weekday slot and also costs less, Term-Time Membership is a weekday riding slot though the (state) school term-time only, pre 16:00 hours. The latter in particular suits mothers who have children to look after during the school holiday periods.

All of the above type of Private Membership can be altered into "Semi-Private" Membership which is when you share your private sessions with chosen others.

### **Associate Membership**

There is an additional type of membership available for people who live or work outside of our catchment area but who do return to the locale regularly enough they would benefit from this type of membership. If this is your situation, please do enquire in the office for further details.

### **How the Membership Works**

#### **Subscription**

Just like most types of club membership you pay a monthly subscription via direct debit which covers the cost of your weekly lesson. Alternatively an annual lump sum payment can be made by any method and this enjoys a further discount of receiving one month for free.

#### **Your Weekly Lesson**

We will expect you for your agreed lesson on the same day and at the same time each week unless you advise us otherwise.

We implore all group members to make their assigned lesson as much as they can and would ask riders to only make changes for holidays and sickness – with this in mind it is really important you do pick a day and time that is convenient to you and if it becomes inconvenient to let us know so we can move you into another slot that does work – we have plenty of groups of all levels to choose from.

The value of what the membership provides is lost when taking random replacement lessons with other riders, a different instructor, a different programme – and it is a statistical fact that you are far more likely to fall off, because of the unfamiliarity and the knock to your confidence riding with others you don't know. For this reason we ask beginner riders to just by-pass lessons they cannot make as it is just too easy to lose your confidence in the early stages.

#### **Cancellation of Lesson**

We do understand no-one can make 52 out of 52 sessions per year due to holiday, sickness, etc. which is why we provide a generous 30% discount against non-member prices. To gain the best possible value out of your membership with us, especially if you are a group member, it is essential to choose a slot you know you can make for most of the year.

However it is possible to reassign some missed lessons providing a minimum of 24 hours notice is given to cancel and there is space available within the following three month period. Therefore **please note replacement lessons can never be guaranteed**. Missed lessons also cannot be accrued, traded in lieu, given to another person or used as a replacement for the subscription fee. Make-up lessons cannot be replaced if then subsequently cancelled again.

As previously mentioned due to the much higher risk of falling off during a replacement lesson it is recommended that group beginner riders, adult and child, do not request an alternative until their confidence and competence is established sufficiently.

### **Cancellation of Membership**

If you are struggling with your membership and it is possible for us to do something to help, before cancelling do speak to us first, either your instructor or our office team because very often we can help you out in one way or another.

We do require a month's notice in writing (email is fine) to cancel a monthly subscription membership and three months' notice for all annual lump sum payments which will be refunded pro rata without the discount.

We will cancel the direct debit subscription for you.