

## FREQUENTLY ASKED QUESTIONS

Updated 2.2.22

FAQs	ANSWERS
I/my child wants to learn how to ride properly, how do we start?	Book at introductory ride – which is a 45 minutes one-to-one riding session. Call 01243 530460 or email <a href="mailto:riding@lavantequestrian.co.uk">riding@lavantequestrian.co.uk</a> for further information.
Can I ride as a non-member at Lavant Equestrian?	Only as a one-off and when space permits.
What are your opening hours?	Weekends lessons are 08:00-18:00. Weekdays 10:00-20:00. Tuesdays we are shut.
Do we take people who have never ridden before?	We provide horse riding training to anyone who wants to learn how to ride properly. From complete beginners to competition riders.
How old must my child be to ride with you?	We can provide lead rein hacks from 2 years of age and on reaching 5 they can join a group lesson.
I haven't been riding for years and I'm nervous.	Our safety record is second to none, with us you will be in the safest hands.
Am I too old?	We teach a lot of people well into their 70's. Providing you can mount and dismount unaided; we can help you.
I have a disability; can I still ride with you?	Whilst we are not a RDA entre, we can assist most special needs providing you are able to mount and dismount unaided.
Is there a rider weight limit?	Our upper rider weight limit is 13 stone/82kg. We will check rider weights if concerned these are in excess.
What happens if it is raining?	Horse riding is an outdoor activity; therefore, we ride in all weathers. We also have a large indoor riding arena. Always dress appropriately for the weather.

I/we don't have any riding gear so what should we wear to start?	We have hats to lend at the start. Wear leggings or joggers and a shoe with a smooth sole and small heel. NO trainers. Otherwise dress according to the weather
What riding gear will I need to invest in?	Once riding regularly, you will need your own professionally fitted riding hat and body protector. Body protectors are optional for adults. Short boots can ONLY be worn with half chaps. Short whips and no spurs please.
Where can I buy riding gear from?	Hats and body protectors have to be professionally fitted. Local tack shops are Oldwick Saddlery and Stockley Trading. All other kit can be bought, including second-hand, on-line.
Would we be able to hack out too?	Only our members can hack out.
Are the staff qualified?	All of our coaches follow the British Horse Society and UKCC pathway of professional qualifications, receive regular CPD training, are DBS checked, First Aiders and are knowledgeable in child safeguarding.
What are the lesson structures?	Every lesson has its own assigned coach who is responsible for their riders' lesson plans, progress and safety. Groups have a maximum of 6 riders of similar age and move up through the levels as they progress. Groups follow a standard setting programme whilst private lesson content is decided by the client.
Will I fall off?	We cannot say you will never fall off; however, we do take our clients' safety extremely seriously. All the time we are improving our safety record with the ultimate aim being a 100% no fall-off rate, and we are very nearly there.
What are the benefits of being a member at Lavant Equestrian?	The membership is structured to provide the best value and achieve the best progress. There are also exclusive benefits only available to members: hacking out, participating in our horse loan scheme, having first choice of extra activities, and much more.
What happens if I need to cancel my membership?	Please provide one month's notice in writing. We cannot acknowledge cancellation in any other way.
What happens if I can't make my lesson?	Private member can request a replacement session, whilst group members cannot. See Terms of Membership for more detailed information.
Are there any exceptions to the cancellation process?	None.