



New Customer Welcome Booklet

Ferring Country Centre Riding School



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Ferring Country Centre Riding School



Welcome

Thank you for choosing to ride with us here at Ferring Country Centre.

Ferring Country Centre is a charity which provides meaningful activities for adults with learning disabilities, such as working with the horses, small animals, in our woodwork shop and many other things such as Petanque, Walk and Talk group, Photography and many more. It was established by 3 parents in 1986 and has continued to grow year on year to the centre you see today. Whilst the centre has commercial aspects to it such as the Café and Horse Riding, any profit that is made in these areas is returned back to the centre to improve facilities and opportunities for our customers.

This booklet will cover some basic information and questions that you may have when booking with us.

Contact Information and Opening Times

Although we are open, we may be busy teaching or looking after the horses. So, we apologise in advance for any slow response in emails that may be sent to us.

Hours also may differ in school holidays and we are closed on Bank Holidays.

Monday: 8:00am- 7:00pm

Tuesday: 8:00am- 7:00pm

Wednesday: 8:00am-5:00pm (Contactable, but no lessons)

Thursday: 8:00am- 7:00pm

Friday: 8:00am-7:00pm

Saturday and Sunday: 8:00am- 4:00pm.

Yard Mobile- 07442 138760 Call or Text.

If you cannot attend your lesson last minute or having a problem getting to your lesson, please call the yard mobile.

Email - riding@ferringcountrycentre.org

To maximise the lessons that we have to offer we run most of our lessons back-to-back and have minimal time for feedback therefore, if you require extra feedback from your riding lesson, please contact us via email, or if you have any other questions or enquiries.

Ferring Country Centre Riding School



How to Book Riding Lessons

Before you can book lessons with our Riding School, you will need to create an account through our website.

Visit our Website

- Visit www.ferringcountrycentre.org
- From the Horse Riding Section of our website, click Riding Lessons or Riding Therapy

Online Booking System

- Click the button 'Create an account' through our Horse Riding online booking system
- you will then be directed to our online booking system called ECPro

Create an Account

- Create an account. Ensure you add a rider/riders to your account, giving as much information as possible about your riding experience.
- When prompted, verify your account.

Waiting List

- You will automatically be placed onto the waiting list. The waiting time can be up to a few months, depending on your riding level and requirements.

Booking Lessons

- Once your account has been processed, you will receive an email confirming that you can now book lessons.
- Beginner riders can book into a lead rein lesson or a therapy lead rein group.
- Riders with experience will be required to book an assessment lesson.

Progression

- As you progress the Instructors will monitor your progress and inform you when you it is time to move up to the next level of lessons. We will update our Booking System to allow you to book different lessons, which may include group lessons and hacks.

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How to Book Riding Lessons Continued

Once you have created an account, a member of our team will review your information and you will be graded to allow you to book lessons within your experience range.

Email

- You have received an email to say you have been graded to access lessons at Ferring Country Centre Riding School

Online Booking System

- Visit your ECPRO Ferring Country Centre online booking account
- Log onto the account using your saved registered email and password

Go to

- Go to the Whats on calendar (week/month) The calendar will only show you lessons appropriate for your level of riding.
- Adults and Youth riders with previous riding experience please book a 30 minute private as your assessment ride.
- Children who have no previous experience please book a Lead rein lesson.
- All therapy riders can either book a group or a private therapy session.

Basket

- Add your lesson to your basket remembering to add hat hire charge if using one of our helmets before going to checkout.

Checkout

- Once you have added all the lessons you wish to book, ensure you go to the checkout within 30 minutes of adding the lessons to your basket to secure your lesson space.

Email

- You will receive an email conformation of your booking, plus a reminder 48 hours prior to the lesson.

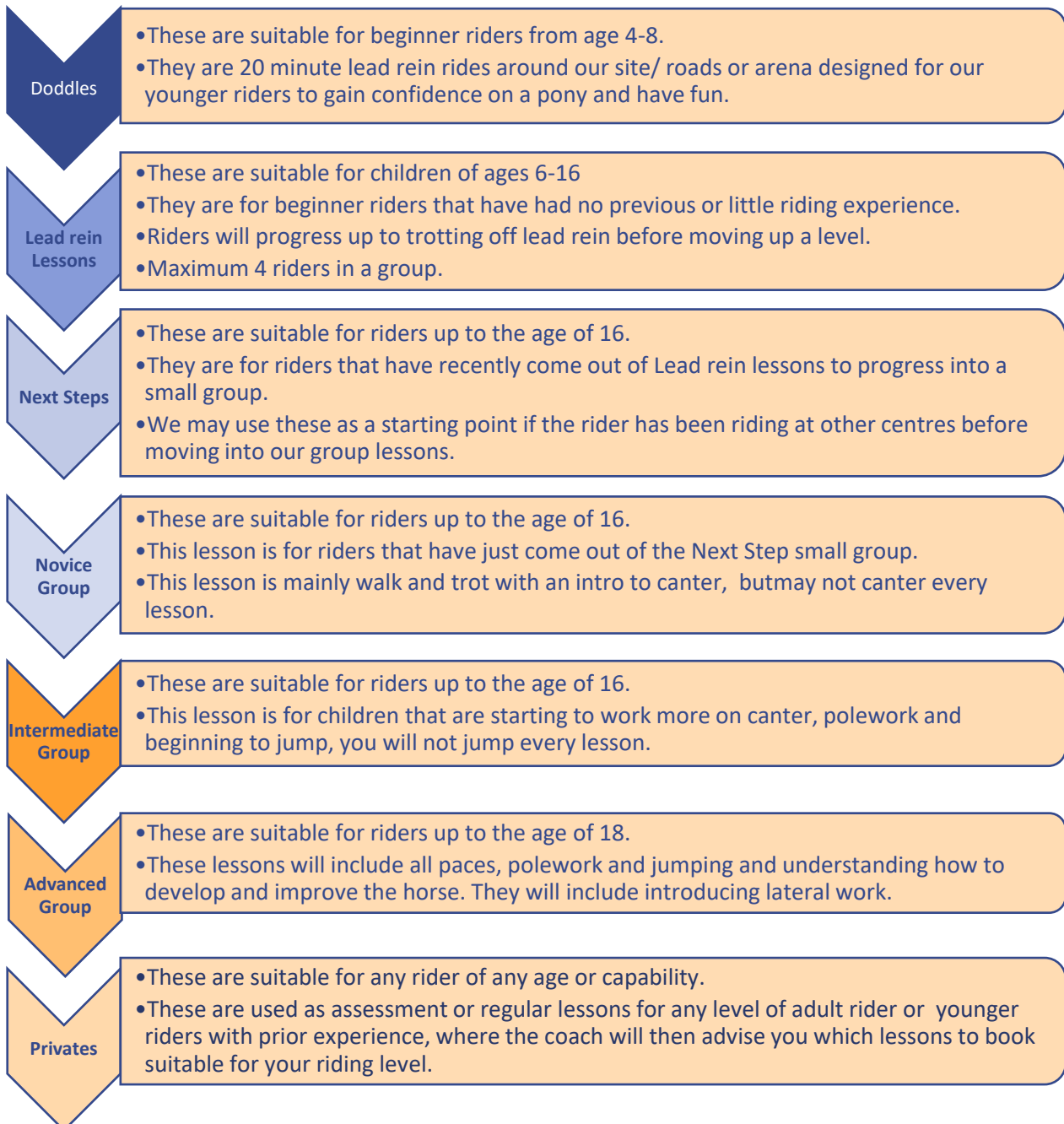
Ferring Country Centre Riding School



Riding School Lessons

The guide below details the names of our Riding lessons and the progression route you may follow.

The booking system will only allow you to view and book lessons suitable to your riding level.



Ferring Country Centre Riding School



Riding Therapy Sessions

The guide below details the names of our Therapy sessions.

The booking system will only allow you to view and book lessons suitable to your riding level.

Side walker

- Suitable for riders who require 1 or 2 people to support them whilst riding a horse. They are normally 30 minute sessions.
- You will be required to provide your own side walkers for this session and training for this can be organised.

Therapy week group 30 minutes

- This is a new session time length for 2024 to offer a variety of session lengths and costs.
- These sessions are generally for adults to access in the week suitable for riders who require assistance with control of the horse, however our younger riders can access them when not at school.
- There is a maximum of 3 riders in this session.

Therapy week group 45 minutes

- These sessions are generally for adults to access in the week, suitable for riders who require assistance with control of the horse, however our younger riders can access them when not at school.
- There are also sessions of this length for riders who do not need assistance with control of the horse.
- There is a maximum of 3 riders in this session.

Evening Therapy Groups 30 minutes.

- These are suitable for riders up to the age of 18.
- This session is suitable for complete beginners to access without need for an assessment.
- They are suitable for riders who require assistance with the control of the horse.
- There are a maximum of 4 riders in this group.
- Your coach will advise you if you need to progress into a different group.

Privates

- These are suitable for any rider of any age or capability.
- These are used as assessment or regular lessons for any level of adult rider or younger riders with prior experience, where the coach will then advise you which lessons to book suitable for your riding level.

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Hacks

The guide below lists hacks on offer at the Centre. The system will only allow you to book a hack that is suitable for your riding level.

Doddles	<ul style="list-style-type: none">•These are suitable for beginner riders from age 4-8.•They are 20 minute lead rein rides around our site/ roads or arena designed for our younger riders to gain confidence on a pony and have fun.
Intro to road riding	<ul style="list-style-type: none">•This is a 45 minute supported hack, including mounting and dismounting, where riders can independantly control the horse, but the coach or helpers may walk next to the ride to offer support if needed.•It is an Introduction to how to ride a horse safely on the roads.
Village Hack	<ul style="list-style-type: none">•This is a 1 hour hack around the local roads of Ferring, there are various routes.•Walk, and trot if appropriatet to all rider levels.•Ride will include mounting and dismounting time.
Ilex Hack	<ul style="list-style-type: none">•We have 2 levels of 1 hour Ilex hack. To include mounting and dismounting.•1 level for riders who are walk and trot only.•1 level for riders who can walk, trot and canter. Canterng is dependant on ground conditons and levels of pedestrians on the Bridleway.
Lead rein Beach ride	<ul style="list-style-type: none">•These are a 30 minute supported rides on the beach. Riders will be on the lead rein in walk and trot if appropriate.•We often meet at the beach and run more than 1 group concurrently.
Novice Beach Ride	<ul style="list-style-type: none">•This is a 1 hour ride, including mounting and dismounting for riders who can walk and trot a horse independent of a leader.•You may meet at the Centre and finish at the beach or start at the beach and finish at the Centre.
Advanced Beach Ride	<ul style="list-style-type: none">•These are suitable for any riders who can walk, trot and canter a horse.•It is an hour and a half ride including mounting and dismounting.•Cantering on the beach will depend on ground conditions, pedestrians and other riders confidence levels at the time of the ride.

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How to Cancel a Lesson

Cancellation Policy

- The Riding School operates a 48 hour cancellation policy. If you cancel/edit your lesson 48 hours prior to the day and time it was, you will receive the full sum back to your account, for use against a lesson at another time.
- If you cancel under the 48 hour window you will forfeit the cost of the lesson, we also cannot transfer the lesson to another date.

Visit your account

- Visit your ECPRO Ferring Country Centre online booking account.

Login

- Log onto your account using your email address and saved password.
- Click 'My account'

Go to Lesson Bookings

- Scroll down the Dashboard and click on Lesson Bookings.
- You will then be able to see the lessons you have booked.

Cancel or Edit the chosen lesson.

- Click cancel on the lesson you cannot attend. You can add a note on the cancellation, if you would like too.
- You can choose to Edit your booking by moving the lesson to another date, you will not forfeit your payment if this is outside of the 48 hour cancellation window.

Using account credit

- If you have credit on your account you can use it against future lessons by adding new lesson to basket, go to the check out. You will be informed you can use your credit by clicking the highlighted 'Here' button.

If you have any questions, please email riding@ferringcountrycentre.org

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What to Wear

When you come for your lesson, please ensure you are wearing appropriate clothing, such as:

- T- Shirts/ jumpers/ Coats- Even though we are very lucky to have an indoor arena, some of our sessions maybe in the outdoor arena, nature trail or even on the roads. Please make sure you come dressed for the weather. Even in the summer we advise to have your shoulders covered and not in a low-cut top.
- Bottoms- ideally, we recommend buying jodhpurs, breeches or riding tights, however when you are first starting you want to ensure that you or your child enjoys the sport before spending a lot of money on equipment. Therefore, we recommend you wear leggings, jogging bottoms, or stretchy jeans. You will not be allowed to ride in shorts, dresses or a skirt.
- Shoes- To be able to ride we ask that all riders turn up in suitable footwear such as a chelsea boot, wellies or trainers. You will not be able to ride if you turn up in open toe shoes or flip flops.
- Riding hats- When first starting riding, we offer hat hire for anyone that requires one, at a £1 per hire. This ensures the hats are regularly replaced and up to standard according to the BHS guidelines. We recommend that once the rider has been riding for 3 months or that you are trotting confidently off lead rein that you buy your own hat that meets the current hat standards. We would recommend that you get this properly fitted at a local stockists and not bought online.
- Body Protectors/air jackets - We recommend that riders wear a body protector however this is not compulsory unless you are jumping or hacking. We do not stock body protectors to wear so the rider must provide their own.

Riding School Code of Conduct

By signing up on our ECPRO online booking system, you have agreed to the following Code of Conduct.

I understand that riding at any standard has inherent risk and that all horses may react unpredictably on occasion.

I may fall off and get injured and I accept that risk.

I understand that Ferring Country Centre will not be held liable for any damage or personal injury to riders, parents, carers, or supporters whilst attending a riding lesson.

I understand that the instructions given to me are for my safety and those of others and agree to follow instructions given to me by staff and coaches at the riding school.

I understand that wearing correctly fitting safety equipment may reduce the severity of an injury should an accident happen. Therefore, I agree that I will always wear a riding hat of the correct safety standard whilst riding or leading a horse. I understand that is my choice as to whether I wear a body protector for flatwork lessons, but that it is mandatory for hacking and jumping. I understand the importance of wearing correct riding footwear preferably a proper fitting riding boot, however a shoe or boot with a small heel will suffice as will Wellington boots. I agree that I will not be able to ride in open toe shoes or flip flops. .

I understand that Ferring Country Centre can provide me with a hat for the first 3 months of riding at the centre for a nominal hire fee, but then after that time I must purchase my own correctly fitting riding hat. Ferring Country Centre accepts no responsibility for the use of their riding hats.

I understand that the riding school will make decisions based on the information I provide to them and agree to be honest and volunteer information about:

- My previous riding ability and experience
- My current height and weight. This needs to be reviewed and updated on the system every 6 months.
- Any previous accidents
- Any medical condition(s) which may affect my ability to ride.

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I agree that if I haven't been transparent with the information provided my riding may be affected. I agree that random height and weight checks maybe made and if I am over the weight limit will not be able to ride at the Centre until I am within the required weight limit.

I understand that children are at particular risk around horses and agree that I will keep all children I am responsible for under close supervision moving around the yard or around a horse.

I understand that the riding school may refuse my request to ride for safety or operational reasons.

Therapy dogs are welcome at the Centre, and must be on a lead at all times. Should the dog become noisy or disruptive, you will be asked to remove them from the arena.

Riders are requested to arrive at least 5 minutes before the start of their lesson and wait in the **waiting area**.

We do understand that occasionally things outside of your control may mean you arrive late, however if you arrive later than 10 minutes for a private lesson, for animal welfare we will have assumed you are not arriving and returned your horse to the stable and untacked it. If this has happened, we will not re-tack it back up for you and you will forfeit your lesson time and cost of the lesson. In the circumstances of late arrival for a group lesson or hack, once all other riders in the lesson/ hack have been mounted your horse will be put away and un-tacked and you will not be able to join the lesson/ hack as this will cause disruption to the other riders and as such will not receive a refund for that lesson/ hack.

I understand that it will be at the coach's discretion as to whether I will get back onto a horse after a fall. If any injury is suspected, then I understand I will not get back on. Staff may apply first aid or call an ambulance at their discretion.

Ferring Riding School does not tolerate any abusive, aggressive, or violent behaviour towards our staff or horses. Should any such behaviour be demonstrated by a rider or their associates they will be asked to leave the centre forthwith and not allowed to return.

I understand that I may only address any complaints I have to the riding school manager via email to riding@ferringcountrycentre.org and receipt of the complaint will be acknowledged within 5 working days. A copy of Ferring Country Centres complaints policy is available on request.

Ferring Country Centre reserve the right to change your riding lesson day or time with ideally a minimum of 48 hours' notice. However, changes may need to be made on the day if staff issues arise in order to accommodate as many riders as possible. You will be directly contacted if you are impacted by a change on the day.

I consent to Ferring Country Centre holding my personal information under GDPR guidelines for the purpose of the Riding School.