

RIDING & HANDLING HORSES IS A RISK SPORT

Your choice to ride is voluntary. We take all reasonable care to provide suitable and safe horses and ponies for all our clients. All animals can be Unpredictable. We strongly advise you to take out full personal accident cover.

In the event that a rider is not capable of the riding required for a particular ride, Donegal Equestrian reserves the right to request that rider not commence and/or continue that ride. Determining the level of experience and/or suitability of a rider is done at the sole discretion of Donegal Equestrian.

ALL Clients:

Must have completed a Rider Registration Form before riding a horse. This can be done on-line at [Rider Registration Form](#) or on arrival.

Must resubmit their Rider Registration Form if their details change. (the responsibility falls to the Parent/Guardian if the child is under 18).

We reserve the right to refuse you to ride a particular horse/pony if we feel that the safety of the rider or horse is in question.

You reserve the right to change to another horse/ pony, providing one is available, and it is practical and safe to do so.

You also have the right to request another Instructor subject to availability.

Punctuality and Arrival Times:

Please arrive 15 minutes before the start of the lesson/ride out /pony ride to allow time for hat fitting & filling out of registration form.

If you are late, we unfortunately cannot make that time up as other clients will be waiting for their ride out or lesson to start on time.

If we are late for whatever reason we will make up your lesson/ride time.

All trek itineraries and/or routes are approximate. Occasionally conditions dictate that they be changed. All itineraries are subject to change at any time and for any reason at the sole discretion of Donegal Equestrian Centre.

Payments:

All bookings apart from on the day bookings require a non-refundable deposit to secure the booking.

1 hour rides deposit of €10 per person

2 hour rides deposit of €15 per person

Pony Camps deposit of €15 per day per child

Deposits are payable on-line.

It is a condition of booking that you accept our No Refund Policy.

If you fail to turn up, you will be required to pay in full.

Please note that we do not have on site credit card facilities. If you wish to pay by card please purchase a [voucher online](#) or request an invoice that can be paid on-line.

Cancellations:

We operate a No Refund Policy. This is a condition of booking.

No Credit or Transfers are given for late cancellations.

Late Cancellations = less than 48 hour's notice

See our [Bad Weather Policy](#)

Trail Ride Holiday's see [cancellation policy](#)

Overweight riders/lack of experience – Donegal Equestrian Centre reserves the right to cancel an advance booking in the event that, when a rider arrives on the arranged day he/she is either over the weight, or not of the level of experience that he/she declared on the on-line booking form. In such a case, if no alternative mount is available, a refund will not be given.

Staffing

Instructors reserve the right to refuse to teach a client for any reason.

Every effort will be made by Donegal Equestrian Centre to give customers an enjoyable and memorable experience. Each ride/lesson will be taken by a trained escort according to the declared level of the rides or riders.

Bad Weather or Conditions:

Rides/lessons are rarely cancelled due to inclement weather. Fees paid for rides/lessons that are booked in advance will not be refunded unless Donegal Equestrian Centre deems that the weather is unsuitable to proceed with the event. Customers are advised to bring suitable clothing for the season of the year.

We reserve the right to cancel riding because of bad weather at any time. Management's decision is final.

Vouchers Purchases and Redemption:

It's a condition of purchase that:

The intended rider has no Medical conditions that require doctors approval.

The intended rider meets our Height / Weight Guidelines: Maximum Weight 16 Stone.

The Purchaser and Intended rider acknowledge and agree to our Standard Terms and Conditions:

Vouchers are Valid for 365 Days. No Refunds Available.

All bookings are subject to availability.

Safety Equipment and Riding Wear:

Please see our [what to wear guide](#)

P.P.E (Personal Protective Equipment): Every time you handle a horse you are required to wear the appropriate Personal Protective Equipment.

Riding Helmets:

Hats (all types): All helmets either supplied by yourself or Donegal EC must meet the current standards. As from 1 January 2016 Hats bearing only BSEN 1384 or EN 1384 only will not be acceptable.

Acceptable hat standards:-

PAS015:(1998 or 2011) with BSI kitemark

VG1 01.0404: (2014 -12) with BSI kitemark

ASTM F1163:(2004a or 04a onwards) with SEI mark,

SNELL E2001: with Official SNELL label and number

AS/NZS 3838 (2006 onwards) with SAI Global Mark

Must be worn and fastened at all times while riding a horse.

Must be worn and fastened at all times while handling a horse.

Helmets are available to hire (free of charge) for casual clients.

We strongly advise all regular clients to purchase their own helmet as soon as possible. All children joining the young riders club must have their own helmet.

Body Protectors:

We do not provide body protectors.

Body Protectors of Level 3 (purple label 2009) must be worn for all cross country jumping lessons. Current European standard EN13158/2009.

We strongly recommend you wear one whenever riding.

Riding Footwear:

1. Clients must wear appropriate footwear while riding.
2. Riding boots are available to hire (free of charge) for casual clients.
3. We reserve the right to refuse footwear we deem unsafe
4. We recommend toe protection whenever handling a horse.

Jewellery:

1. You should not wear Jewellery of any kind, anything you wear you do so at your own risk.
2. It's the parent's responsibility to check their child isn't wearing Jewellery.

Extra Visitors and/or Friends of the Family:

1. Children must be supervised at all times by a legally responsible person.
2. Parents are advised not to leave your children unattended at any time during their stay at Donegal Equestrian centre.
3. If spectating please remain as quiet as possible, and in full view of the horses/ponies & Instructor at all times.
4. Whilst spectating, the Instructor reserves the right to ask you to leave the Indoor School if they feel the safety of the rider or horse/pony is in question.
5. Young Children: Must be supervised at all times by a responsible person and remain quiet whilst lessons are in progress and not to run around the viewing area.
6. Movement of Horses & ponies and Farm Equipment around the yard and surrounding areas is unavoidable and we ask you to give way to them at all times

Warning Signs:

We have many different warning signs all over the grounds, they are there for a reason, you must obey them. We reserve the right to ask you to leave the grounds at any time if we think you are a danger to yourself.

Smoking Policy:

We have a No Smoking Policy.

Horses/Ponies:

All animals are unpredictable; Do Not Feed the Horses & Ponies at any time. Don't enter any field, box or make contact with a Horse or Pony at any time, without prior authorisation from a member of Management

Vehicles:

We can't be held responsible for any damage to your transportation while on the premises/grounds.

Personal Property:

We can't be held responsible for Damage, Theft or Loss of your personal property while it's on the premises.

OTHER:

Parking is not permitted at the bottom of the drive or on the sliproad/way.

The drive is not a footpath and walkers are advised to take extreme care due to the uneven surface.

Walking along the drive is entirely at your own risk.

Maximum Speed on the premises is 5mph.

PLEASE NOTE:

Donegal Equestrian Centre, Owners, Staff and Managing agents cannot be held responsible for any accident, injury or loss to any persons or their property whilst on these premises or whilst riding.

Agreement of Terms:

If you do not agree with any of Terms and Conditions, then you do not have permission to enter the premises and any bookings are null and void. Our no Cancellation Policy applies in this situation as well because our Terms and Conditions are available online and on request at any time. As such you have every opportunity to read them before booking any activity and a refund will not be available on failure to accept them.