

Booking Conditions



www.parklanestables.co.uk

About Your Booking Enquiry

Once your booking request has been received we will get back to you as soon as possible to confirm availability for the date and time requested. If we are unable to offer the date and time requested, we will suggest alternative dates for you.

Please note: we take payment in advance for all sessions/rides.

Cancellation Policy

Once a reservation is made we require a minimum of 48 hours' notice to cancel a booking without incurring a cancellation fee. If you cancel with less than 48 hours' notice, we reserve the right to charge a cancellation fee, which will be the full price of the lesson being cancelled. If you have a block of lessons booked the same cancellation policy applies and we will deduct the lesson from the total.

We ride in all weathers, so please assume that if it is raining, the ride will go ahead. On rare occasions e.g. extreme weather conditions such as thunderstorms, high winds, heavy snow and ice or if the instructor is ill at short notice, we may have to cancel your ride/session. If we cancel your session, we will reschedule the booking with you.

Busy Periods

Please note: weekends, bank holidays and school holidays are always very busy and are often fully booked, sometimes weeks in advance. We advise you to book at least 2 weeks in advance for these prime booking periods and that you give us as much notice as possible for cancellations so as not to take up a slot that someone else could have used.

Block Bookings

If you would like to book several lessons or hacks in advance or make a block booking we require full payment in advance. If you buy a block of 6 lessons or sessions you will get a seventh lesson/session for free. Or, for Mini Muckers, you can buy a block of 4 sessions for a discounted fee. The same cancellation policy as outlined above applies. However, please note: If you buy a block of lessons, they are NOT refundable, so please ensure you definitely intend to book and use a whole block of sessions before you buy them. If you buy a block of sessions and no longer wish to use them, we are happy for you to transfer the sessions to somebody else.

Please note: due to the expiry of our lease, block bookings must be used before 31/05/2021.

Gift Vouchers

We offer a range of gift vouchers and e-vouchers for horse riding. There is no expiry date*, however, they are non-refundable. If the person does not wish to use the voucher, it can be transferred to another nominated person.

Please note: due to the expiry of our lease, all gift vouchers must be redeemed by 31/05/2021.

On the Day of Your Session/Ride

Please arrive 10 -15 minutes* before your time slot and come through to reception so we can get you booked in and fitted with the necessary equipment*. Lessons and hacks start promptly, so if you are late you may forfeit your ride/lesson - we have to start on time or there will be a knock-on effect for the next ride. We kindly ask you to call us if you are going to be late or are not going to make it - this will help us know which horses we have to prepare for the ride: **07796842328**.

**Please note: Whilst COVID-19 restrictions are in place, please arrive no more than 5 minutes before your ride/session to reduce waiting time and minimise social contact.*

An Important Note to Parents regarding Pony Club.

Please note: parents need to call to book their children into Pony Club and need to have a confirmed reservation. We are the 3rd largest Pony Club Centre in the UK and we only have a limited number of places/horses available for each session. We do not want to disappoint anyone so please make sure you have a confirmed booking before you arrive!

We have a new check in procedure for all children. In order to meet our high safety standards, we can no longer accept children who are not accompanied and checked in by an adult. When you arrive you need to park your car and come to reception, where one of our members of staff will check your child in and take payment for your booking (if you have not already paid in advance). Once this is done you can then leave your children with us until it's time to collect them. If payment is not received in advance or an adult does not accompany the child to check in they may not be able to participate or ride.

We are a very busy yard and need to control the number of children being supervised at any one time. We therefore ask that parents to drop their children off for lessons, hacks or Pony Club no earlier than 10 minutes before their time slot, unless prior arrangement has been made.

What to Wear

If you are new to riding on the day of your lesson you will need to wear comfortable long trousers such as leggings or jogging bottoms. You must wear sturdy boots/shoes/wellingtons with a small heel for health and safety reasons – if your footwear is not suitable you may not be permitted to ride.

Please dress according to the weather, if it's raining bring along a waterproof or if it's hot wear something cool and loose such as a light T-shirt.

If you don't have a riding hat that meets current safety regulation requirements you can hire one from Park Lane Stables for £5*. We will provide a hi-vis jacket free of charge.

**Please note: Whilst COVID-19 restrictions are in place, we will not be hiring hats at this time due to the high risk of infection, so if your activity involves riding, you must provide your own hat that meets the latest safety standards e.g. PAS015 or similar. If you are not sure, please ask for advice.*

Weight Allowance

We regret that the current maximum weight allowance is 13 stone (with riding gear on). This is because we do not currently have any weight-bearing horses at our small stables. Please accept our apologies for any inconvenience caused and please do not be offended if we ask to weigh you on arrival. We have to match each rider with the most appropriate horse and, we hope you agree, the safety and wellbeing of our horses must remain our number one priority.

Parking

Please DO NOT park in the car park opposite Park Lane Stables – this is strictly private for residents.

If you are unable to find a parking space on Park Lane, you can either park in the Tesco car park (2 mins walk) or for free in the Clapperstile Car Park near the Bushy Park Clapperstile gate and the NPL buildings (5 mins walk).

Public Transport

Park Lane Stables is just a 5-minute walk from Teddington Station.

Alternatively, bus routes: 33, R68, 281, 285 and 481 stop on Broad Street (Hogarth Pub stop) which is just 2-minutes' walk from the stables.