

# Terms & Conditions.

1.1. Please read through our **Health and Safety Policy and Rules & Regulations** below regarding safety etiquette whilst at the property\*. It is important, and of the consumer's responsibility, that all family members or guests accompanying the rider have an understanding of this policy.

1.2. Roxanne Milson does not hold any liability for rider injury, personal item loss or personal property damage at the property of 261 Waitao Road.

1.3. All riders and guests understand that riding is a risky sport, and have ensured they have effective personal safety equipment to ride and handle horses (these items are outlined below in the Health and Safety Policy).

1.4. Roxanne Milson aims to match each rider appropriately to their mount based on the information the rider has provided us with. Roxanne Milson will not be liable for any miscommunication from the rider or guest regarding their experience with horses.

## Payment, Refund & Cancellation Policy

### Payments:

2.1. All lessons are to be paid for in advance to confirm booking.

2.2. Termly lessons are invoiced via email alongside the public school terms in New Zealand or on a payment plan basis as agreed in writing.

2.3. Failure to pay for your lessons will mean that your space in the lesson is forfeited, and passed on to another rider.

2.4. All lessons are **non-refundable**.

### Cancellations - By Roxanne Milson or by The Student:

#### When Roxanne Milson makes a cancellation:

2.5. Should Roxanne Milson cancel a lesson, we\*\* aim to organise a catch up lesson for the rider affected. If you are unable to make the scheduled catch up lesson, a credit for that lesson will be offered.

2.6. The student/parent will notify us in writing if unable to make the rescheduled lesson time. This is important so we may log this on the roll in our allotted admin time.

When a student makes a cancellation (is unable to attend a lesson):

2.7. Private lessons cancelled within 24 hours by a student are able to be rescheduled or held in credit.

2.8. We endeavor to offer a make-up lesson when possible, but we cannot guarantee this due to the schedules of the horses.

2.9. Roxanne Milson requires students/parents to provide a 2 week notice period if they intend to no longer attend lessons with Roxanne Milson.

2.10. Should a student have an injury, illness or family emergency in which they are no longer able to hold their place, a 2 week notice period as above will apply.

If you have any questions at all regarding the Terms and Conditions outlined above, please contact Roxanne at [contact@roxannemilsonart.com](mailto:contact@roxannemilsonart.com).

## Health & Safety Policy

### Possible Accidents and Injury

1.1. All riders understand that riding and handling horses is a 'risk sport', and all riders and guests enter the property at their own risk.

1.2. Horses as herd animals have a flight response, so calm and caution should always be in practice around any horses at the property when working with Roxanne Milson.

- No yelling, screaming, erratic behavior or running.
- Always have anticipation of biting, kicking or spooking.
- Practicing common sense.

1.3. Suitable equipment as outlined in section 2 should be worn by all riders, and in some cases, guests.

1.4. As a property containing stock, there are numerous health and safety risks you would expect on a working farm in New Zealand, which may include but is not limited to:

- A. Electric fencing.
- B. Farm vehicles,
- C. Dogs.

- D. Large breed stock.
- E. Culverts, ditches, waterways and flooding.
- F. Falling trees, branches.
- G. Slippery, low grip areas i.e. muddy areas.
- H. Slow moving vehicles of guests within the parking area.

## Children under 16 years old on the property:

2.1. All accompanying children and guests under 16 years of age must be in the care of an adult **at all times**. There are MULTIPLE hazards for young children on the property.

2.2. No child under 16 years of age is able to come onto the yard (where the horses are tied) without Roxanne Milson.

2.3. All those over the age of 16 years old are considered adults.

## Accident Policy

3.1. In the event of an accident while working with Roxanne Milson and the horses, an Accident Form will be filled out by the relevant staff member to ensure administration of the event to assist with any ACC application.

Roxanne Milson will attend to the injury to the best of their ability, and caregivers/emergency contacts will be contacted as soon as possible.

3.2. The first aid kit is located in the tack room.

## Appropriate Clothing and Footwear

### Rider Wear

1. Approved, fitted safety helmet.
2. Riding boots, with a small heel.
3. Long trousers.
4. Wet weather gear if applicable.
5. Gloves.
6. We strongly recommend all students wear back protectors if jumping in paddocks.
7. Covered shoulders.

## Guest Wear

1. **Closed toe shoes**, ideally gumboots - not sandals or flip-flops!!
2. Wet weather gear if applicable.

## Rules & Regulations

- Dogs are not permitted to be brought onto the property without prior permission.
- When entering the property, drive slowly and steadily to the designated parking area. Do not drive into any paddocks unless told otherwise by Roxanne Milson.
- Helmets **MUST** be worn while riding and leading horses at all times. No exceptions.
- Children **MUST** be actively supervised at all times. There are numerous hazards such as waterways and electric fences, machinery, vehicles and farm animals.
- All facilities are used at your own risk.
- Students will take full responsibility for any guests they have visiting the property. Guests must be advised of the rules, regulations, and hazards.
- No vehicles are permitted anywhere other than the driveway and must be driven at a safe speed.
- All gates to be closed at all times. Please do not leave any gate open without prior permission.

\*All mentions of We/Our is that of Roxanne Milson

\*\*All mentions of property refer to the property 261 Waitao Road, Welcome Bay, Tauranga, 3175, where the student works with Roxanne Milson and the horses.