

## Terms & Conditions for Arena Facility Hire Clients

- Refunds or exchanges can only be made if 4 days' notice is given.
- Due to circumstances beyond HAPPA's control it may be necessary to change or cancel your booking. You will be offered the option to accept the change or to receive a full refund of any monies paid against the booking. We do not accept any responsibility for any cost incurred because of change.
- Please report to Shores Hey Farm Reception on arrival and at departure, this is for fire safety should we need to evacuate.
- No smoking or vaping is allowed in the Arena. A Smoking Shelter is located on the Disabled Car Park at The Cafe.
- No equines are to be left tied up outside a wagon or trailer unattended.
- We request that waste is not left on our Car Park, including mucking out (use of skip buckets in each Arena can be used for the car park) failure to do this will result in a £5 fee payable by the hirer and possible refusal of future hire.
- All clients using the facilities must ensure full compliance with relevant Health and Safety Policies. HAPPA reserve the right to halt any actions which we consider to be contrary to our Health and Safety Policy or which we consider unsafe.
- Hirers must ensure they have suitable rider insurance. Hirers must indemnify HAPPA and its staff against any claim for accident, injury, loss or similar caused to either horse, rider, or spectators.
- In the event of an emergency, you may seek assistance from Shores Hey Farm Reception who can call an ambulance if required or offer advice.
- Please return any equipment used to original place after use, including poo picking equipment which we request you use before leaving the Arena.
- Use of the Arena is at the hirer's risk. All hirers are advised to carry out suitable checks before entering to ensure that it has been left in a safe condition by the previous occupant.
- The hirer is responsible for any damage caused to the premises or equipment and must pay the total amount required to make good any such damage.
- All hirers are required to adhere to commonly accepted standards of decency and good behaviour. Racial abuse, discrimination, swearing and loud or aggressive conduct will not be tolerated. We reserve the right to ask any person on the premises to leave immediately. We reserve the right to refuse admission to any person without giving reason.
- Dogs must always be kept on leads and under appropriate control. Dogs are only allowed in the Viewing Gallery. Not the Arena.
- Please be advised that Shores Hey Farm is open to the public 11am-4pm daily and at times can be extremely busy with visitors and noise pollution.
- We request that you use the Arena in your allocated time and do not allow for this to run over. All attendees must leave site by 4:15pm, the site is locked and closed by 4:30pm. We can only accommodate you within the time- slot you have hired and are unable to extend this due to lateness.
- Ensure you select a suitable day and time for new/difficult to load horses should they need more time to load. Due to Health & Safety, no HAPPA staff member will be able to assist with the loading of horse/s onto a trailer or horsebox or provide use of HAPPA equipment to do so. If the horse fails to load by 5pm the **HAPPA TEMPORARY BOARDING AGREEMENT** will apply. This will be actioned by a HAPPA Senior Equine Staff member. Such agreement also applies to instances of vehicle breakdown recovery. See **HAPPA TEMPORARY BOARDING AGREEMENT** for full information.
- Please be advised that Shores Hey Farm does not allow children under the age of 16 to be unaccompanied on the property at any time and request that this is adhered to within the date of the hire.
- ***It is mandatory for all handlers/riders to always wear a protective helmet to the current British Standard while mounted or exercising in hand on HAPPA property. Body protectors are strongly advised, and suitable footwear worn.***

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