

Sangsho Equestrian Centre Terms & Conditions



Competition/Clinic Entries

- 1) All entries must be made via our online booking system and paid for at the time of booking. Booking via our online system is automatic acceptance of these terms & conditions in addition to any additional online terms.
- 2) Refunds or transfer of a competition entry will not be issued under any circumstances after close of entries and/or publication of times. Any entries that have been transferred must be used within 3 months from the date of transfer or will be void and will be subject to an amendment fee.
- 3) If the competition is unable to go ahead, entries will be refunded or transferred to an agreed date. All refunds are subject to minimum admin fees of £5.00 per entry up to a maximum of 10% of booking or, in the case of affiliated events, as per the current rules for that event.
- 4) Sangsho EC reserves the right to cancel or amalgamate classes and events if there are insufficient entries.
- 5) Change of horse or rider will be accepted. Change of horse and rider will be deemed a new entry and the entry fee must be paid for that combination. Any amendment must be submitted via email to cherludlow@yahoo.com
- 6) Late/manual entries may be accepted but will be subject to late entry and/or manual processing fees. Entries must be submitted via email to cherludlow@yahoo.com
- 7) Any objections to be made to organiser within 30 mins of completion of the event with a £50 deposit which will be forfeited if overruled. Judges' decision is final.
- 8) Sangsho EC reserves the right to refuse entry to any competition and/or the show site, alter or amend rules at their own discretion.
- 9) Unaffiliated prize monies, if appropriate will be dictated on schedules.
- 10) All prize money will be refunded via method of payment in the first instance. Where the prize money exceeds the payment it will be paid via BACS and it is the competitors' responsibility to provide correct bank details prior to leaving.
- 11) Clients attending lessons, clinics or events must ensure they have read and understood the cancellation policy.
- 12) Clinics must be paid in full if cancelled unless the space can be filled. Sangsho EC will offer any spaces to the wait list prior to agreeing transfers or refunds. Transfers to a third party by the entrant will be accepted at no charge subject to Sangsho EC being advised in writing in advance of the clinic. Where clinic entries are transferred these must be used within 3 months from the date of transfer or will be void and are subject to an amendment fee.

Arena Hire

13) Arena Hire must be paid at time of booking via our online booking system. Amendments of time (if available) may only be made up to two working days beforehand and may be subject to an amendment fee. If it is less than two working days no transfers will be allowed or refunds given. Any refund is subject to a minimum admin fee of £5.00 up to a maximum of 10% of booking. Please contact us to arrange transfers and amendments as these cannot be facilitated online. Where we accommodate offline bookings these may be subject to manual processing fees.

14) Arena block bookings can be facilitated via the office. These booking must be paid via BACS at least fourteen days in advance without demand. If payment is not received the booking will be cancelled off the system to allow others to use the slots. Sangsho EC will attempt to facilitate any amendments to these bookings up to one week before. Cancellations after this time will be charged in full.

15) On larger events a 50% deposit may be required. This will be notified at time of booking. This deposit is refundable up to one week before the event subject to our usual refund fees.

16) On block bookings the organisers are responsible for the attendees and for ensuring that the premises are left clear of all droppings (including car park areas). Where these areas are not left clear. Sangsho EC will invoice the organiser for the cost of clearance and such invoices will be due immediately.

17) All hourly rates are available from the office and these hourly rates will apply to all arena bookings. Where a reduction or increase in hours means that the booking falls into a lower or higher rate category, it is the actual booking hours rate that will apply.

18) All breakages and damage must be reported to the office immediately and may be charged. If you arrive and find damage please report it before using the facilities to avoid being charged..

19) All telephone, e-mail, messenger and on-line bookings automatically accept these terms and conditions.

Cancellations/Withdrawals

20) All cancellations must be submitted via email to cherludlow@yahoo.com .Withdrawals must be submitted via email to the same email address. We will not accept cancellations, withdrawals or amendments via social media/text/WhatsApp, etc.

21) For competition entries no refunds will be given for withdrawals after closing date and/or publication of times

22) For clinics no refunds will be given unless the space can be filled.

23) For arena hire no refunds will be made for cancellations within two working days of the booking (working hours are 9am-3pm Monday to Friday).

24) For facility hire booking made via the office, no refunds will be made within seven days of the event.

25) All refunds are subject to a minimum admin fee of £5.00 up to a maximum of 10% of booking.

26) Manual processing fees and booking fees are excluded from all refunds.

General

- 27) Normal working hours are 9am to 3pm Monday to Friday
- 28) All horses and ponies must only move through pedestrian areas at walk.
- 29) On grounds of safety if Sangsho EC deem you unfit to ride, they reserve the right to deny you entry to any further classes that day or to carry on competing in the class or lesson you are taking part in.
- 30) Children under 18 MUST always be under adult supervision, and Sangsho EC accepts no responsibility for your horse whilst on site.
- 31) Lungeing **is not** permitted anywhere on site.
- 32) Dogs are allowed on site but must be on a lead/leash at all times.
- 33) Please dispose of your litter thoughtfully in the bins provided.
- 34) Do not muck out into the car/lorry park.
- 35) Please pick up any droppings and put in the barrows provided.
- 36) Horses are not to be tied to the outside of horse boxes at any time and there is to be absolutely no hay nets. Please clear up any mess.
- 37) Photographers and video teams may attend competitions and events, competitors should be aware that by entering an event authorises their consent to these images being used in print and online by Sangsho EC, show sponsors and in show reports.
- 38) Event photography and event reports are an integral part of the competition entered and entry will constitute acceptance that this is part of the entry contract. We will pass on start lists to event photographers, who may display name, horse name, date and location of event on photographs displayed on their website. We will also pass on rider contact information to legitimate media contacts for the purpose of writing competition reports.
- 39) All attendees must be aware that Sangsho EC may use video surveillance throughout the facility to ensure the safety of persons and property.
- 40) It is a legal requirement that you have your horse's passport with you when you travel, please make sure you do as you may be asked at any time to produce it and be checked.
- 41) All horses visiting Sangsho EC must have their Influenza vaccination dated within the last 12 months or in accordance with the governing body regulations in force at the time.
- 42) All riders and anyone connected with them, in any way, attend at their own risk while on the Sangsho EC premises and the owners of Sangsho EC, their staff or anyone connected to Sangsho EC cannot be held responsible for any accident, loss or damage to themselves, their horses, people on foot or possessions while they are on Sangsho EC premises.
- 43) All vehicles, trailers and lorries are left at the owner's risk.
- 44) Most importantly please be polite when dealing with ourselves, our staff and officials, we are here to help and make your day a great one. We operate a zero tolerance policy and anyone who is abusive will be asked to leave site and all entries will be forfeited.