

Client, Parent, Spectator & Visitor Code of Conduct

At **Smugglers Equestrian Centre**, we want everyone who visits us to enjoy a **safe, welcoming, respectful and positive environment**.

Our Code of Conduct applies to **all riders, parents, guardians, spectators, visitors and accompanying persons** while on site or participating in activities organised by Smugglers Equestrian Centre.

By attending the centre, we ask that you respect the following guidelines.

Respect Our Staff

Our team work hard to provide a safe, enjoyable experience for our clients while caring for our horses and ponies.

All staff, instructors, volunteers and other clients must be treated with **kindness, courtesy and respect at all times**.

Aggressive, abusive, threatening, intimidating or discriminatory behaviour will not be tolerated. This includes inappropriate behaviour in person, over the telephone, through messages, email or social media.

Please remember that our instructors may make decisions based on **safety, horse welfare and rider ability**, even when those decisions may differ from what a rider or parent would prefer.

We ask that these decisions are respected.

Please be kind to our team — they're here to help you.

Horse & Pony Welfare Comes First

The welfare of our horses and ponies is at the heart of everything we do.

Horses are allocated carefully according to factors including a rider's **ability, experience, confidence, height and weight**, as well as the horse's workload and welfare.

A particular horse or pony can never be guaranteed.

Our instructors and management reserve the right to change a horse allocation or alter a lesson where we believe it is appropriate for **safety or horse welfare**.

Riders must always treat horses and ponies with kindness and follow the instructions of staff regarding their handling and riding.

Please do not feed treats to any of our horses or ponies unless you have been given permission by a member of staff.

Rider Weight & Information

It is essential that the information held on your rider profile is **accurate and up to date**, including your current weight in riding clothing.

Each of our horses and ponies has an individual maximum rider weight based on factors including their size, build, age, fitness and workload.

Providing accurate information allows us to allocate horses appropriately and protect their welfare.

During Lessons

Please listen to and follow your instructor's directions throughout your lesson.

Lessons are structured according to the **ability of the rider or group and the welfare and suitability of the horses being used**.

For group lessons, riders should book only sessions appropriate to their current Smugglers rider grade.

Parents and spectators must not coach, shout instructions or interfere with a lesson from the viewing area.

Our instructors need riders to be able to hear and concentrate on the instructions being given.

Please Arrive on Time

Please arrive in plenty of time for your booked session.

Late arrival may result in a **shortened lesson**, as lessons must finish at their scheduled time to avoid affecting subsequent riders.

If you bring your own equipment, including stirrups, please ensure it is ready and fitted before your lesson where applicable. Time spent changing personal equipment after your lesson has started may form part of your allocated lesson time.

Appropriate Clothing & Footwear

All riders must be appropriately dressed for riding.

Riders must wear:

- A correctly fitted riding hat meeting an accepted current safety standard
- Suitable riding footwear with an appropriate heel
- Long trousers, jodhpurs or breeches
- A suitable top with **shoulders covered**

Please do not ride in **shorts, skirts, dresses, vest tops, crop tops, sandals, Crocs, flip-flops, unsuitable trainers or other inappropriate footwear.**

Loose or dangling jewellery and accessories that could become caught should be removed.

Our team reserves the right to refuse riding where clothing, footwear or equipment presents a safety concern.

No Photography or Filming

Smugglers Equestrian Centre is a NO PHOTOGRAPHY and NO FILMING site.

This applies to riders, parents, guardians, spectators and visitors unless **specific prior permission has been given by management.**

This policy is in place to protect the privacy and safeguarding of children, vulnerable people, staff and other visitors, as well as the security of our premises, horses and equipment.

Please remember that even when you intend to photograph only your own child, other people, children or sensitive areas of the premises may appear in the background.

One photograph can show more than you realise.

Anyone seen taking photographs or recording video may be asked to stop and delete the material.

Children & Supervision

Parents and guardians remain responsible for children outside their organised riding lesson or supervised activity.

Children must not be allowed to wander around the yard, stables, arenas, fields, car parks or other restricted areas unsupervised.

Please ensure children understand that horses are large animals and that they must behave calmly and sensibly around them.

Running, shouting or behaviour likely to frighten horses is not permitted.

Yard & Stable Access

For the safety of our clients, staff and horses, **clients and visitors must not enter the stable line, tie-up areas or other staff-only/restricted areas unless invited or accompanied by a member of staff.**

Please remain within designated client and viewing areas.

Do not enter arenas, stables, paddocks or other horse areas without permission.

Dogs

Dogs are **not permitted on site**, with the exception of recognised assistance dogs.

This policy is in place for the safety and welfare of our horses, clients and staff.

Smoking & Vaping

Smugglers Equestrian Centre is a **non-smoking site.**

Smoking and vaping are not permitted around the yard, arenas, café, viewing areas, stables or other equestrian facilities.

Please use the designated smoking area where provided.

Hacking & Riding Out

When hacking, riders must follow the instructor or ride leader's directions at all times.

The pace and route will be determined according to **rider ability, horse suitability, weather, ground conditions, traffic and safety considerations.**

Hi-vis must be worn when required.

Riders must never overtake the ride leader, race other horses or change pace without instruction.

Weather & Lesson Changes

Horse riding is an outdoor sport and weather conditions can change quickly.

Lessons will normally continue in wet, cold or poor weather where it remains safe to do so.

Sessions may be moved between arenas, adapted or changed where necessary.

In extreme conditions, including circumstances where management considers it unsafe to operate, sessions may be cancelled or rearranged.

Respect Our Facilities

Please help us keep Smugglers safe, clean and enjoyable for everyone.

Do not climb on fences, gates, arena equipment or machinery.

Please dispose of rubbish appropriately and report any damage, hazards or concerns to a member of staff.

Children must be supervised around the car park and vehicles.

Viewing Lessons

Parents, family members and spectators are welcome to watch lessons from our designated viewing areas.

Please avoid distracting riders, calling into the arena or interfering with instruction.

Our viewing café provides a comfortable place to watch while allowing our instructors and riders to concentrate on their lesson.

Respect Other Clients

Smugglers welcomes riders of **different ages, abilities, backgrounds and levels of confidence.**

Please be patient and considerate towards others.

Bullying, harassment, discriminatory comments, intimidation or deliberately making another rider feel uncomfortable will not be tolerated.

Everyone deserves the opportunity to learn and enjoy horses in a positive environment.

Social Media & Online Conduct

We ask clients to show the same respect online that we expect on site.

Concerns or complaints should be raised **directly with management**, giving us the opportunity to investigate and respond appropriately.

Abusive, threatening or harassing communication directed towards staff, volunteers or other clients is unacceptable whether it occurs in person or online.

Safety Comes First

Horses are animals and equestrian activities carry inherent risks.

Please follow all signage, instructions and safety procedures while on site.

If a member of staff asks you to stop doing something, move to another area or follow a particular safety procedure, please do so promptly.

Instructions given for immediate safety reasons are **not optional**.

Our Commitment to You

In return, we aim to provide our clients with:

Well-cared-for horses and ponies • Professional instruction • Safe facilities • Clear communication • Fair treatment • A welcoming environment • Opportunities to learn and progress

We welcome constructive feedback and encourage clients to speak to us if they have a concern.

Breaches of This Code

Most issues can be resolved with a polite reminder.

However, serious or repeated breaches of this Code of Conduct may result in a person being:

Asked to leave the premises • Removed from an activity • Refused future bookings • Suspended or permanently excluded from the centre

Management reserves the right to take appropriate action where behaviour presents a concern regarding **safety, horse welfare, safeguarding, staff welfare or the enjoyment and wellbeing of other clients.**

 **Be Kind • Be Safe • Respect Our Horses • Respect Each Other**

By attending **Smugglers Equestrian Centre**, you agree to behave responsibly and follow the instructions, policies and safety procedures in place.

We want Smugglers to remain somewhere that riders can **learn, progress, make friends and enjoy being around horses in a safe and welcoming environment.**

Thank you for helping us make that possible. 🙏