

OFFICE USE ONLY 1020	VOUCHER REFERENCE NO: BC	HX	MD	EXPERIENCE:	/
	DATE	TIME	HANDLER	HORSE	I MATRIX EMAIL

Riding Experience – Participant Information Form with Terms and Conditions

Form can be returned by email, post and photo message or by hand.

PARTICIPANT PROFILE

Email:

Closed Monday. Open: March-October 10.00-18.00. Closed November, December, January and February. Vouchers are valid for six months and have an expiry date

Full name:

Address:

Telephone (home)

Telephone Mobile:

Date of Birth

Your height:

Your weight:

Weight Restrictions, participant Horse Riding weight: accomplished rider up to **18stone [252lb/114kg]**; Novice/Beginner rider up to **15stone [210lb/95kg]**

Please do not underestimate you weight as we will question your weight at your health and safety induction

On the EXPERIENCE

Note; this information is for us to match you to a suitable Clydesdale and guide. Please be **truthful**. This will also be discussed on the day.

You are responsible for the information given.

Riding Experience Only:

None, I cannot ride

Beginner, I have sat on a horse

Novice rider, I ride regularly

I have ridden with an English style saddle, bridle and stirrups

I can trot confidently

I can canter confidently

I can gallop confidently

Experienced/Advanced rider

What would you like to do on your Clydesdale experience?

When riding the Clydesdales and your ability is not as good as you have stated on your participant information form, we reserve the right to keep your experience to the outdoor arena
 Please give details about the type of riding you normally do (e.g. off-road; schooling; dressage), paces commonly used & the number of hours in the saddle you are used to etc.

How do you rate your confidence level when riding?

none low hesitant confident very confident

****Medical conditions or allergies: ** please list any medical conditions or allergies, even if you think they may be irrelevant.**

FITNESS LEVEL

Very Fit Fairly Fit Unfit

YOUR GUESTS Are you bringing a guest with you?

One spectating guest with paying participant are welcome, however there is not a lot to do on the working farm unless they are involved in one of our experiences, or we can direct them to our local Town, Village or Estate to take in he sights, cafe, restaurant or pub.

Yes No
 If YES, please add

NO Children allowed as guest

Guests are not allowed to walk around the farm unescorted

ACKNOWLEDGMENT DECLARATION

All participants agree that they are responsible for their balance in the saddle when riding, instructions and direction given to the Clydesdale. Falling off and any injuries sustained will be the responsibility of the participant, parent or guardian.

I have read the Booking T&C's, Release & Wavier of Liability, Assumption of Risk and Indemnity carefully on reverse and fully **understand** that by signing this form am agreeing to the conditions as they are stated. I have signed it freely and voluntarily without any inducement, assurance or guarantee being made to me and intend my signature to be a complete and unconditional release of all liability to the greatest extent allowed by law

Participants Name (printed):

Relationship to Child if applicable:

Children: Responsible Parent/Guardian must sign waver. ** NB: a responsible adult must accompany participants under 16 years, unless by prior arrangement.

Signature of Participant or Parent/Guardian if Child:

Date:

PLEASE COMPLETE FORM FOR EACH PERSON TAKING PART IN THE EXPERIENCE AND RETURN BEFORE BOOKED DATE

To BE COMPLETED ON DAY OF EXPERIENCE: For the purpose of the health protection of all guides and visitors.

NO person suspected of being COVID-19 infected should visit Blackstone Farm

Do you have a fever or history of fever (≥37.8°C) in the past 14 days and acute respiratory infection with at least one of the following symptoms: **shortness of breath, cough or sore throat, change of taste or smell?** If yes, contact NHS 111. You cannot visit

No

In the past 14 days, have you travelled in or out of UK?

Yes No

If yes, what country?

Have you travelled from a UK lockdown area?

Yes No

If yes what area?

In the past 14 days, have you had contact with a confirmed COVID-19 case?

Yes No

If yes, you cannot visit today 😞



Blackstone Farm –Participant Information Form with Terms and Conditions

All orders, gift vouchers, ride outs, accepted by RS Duncan are accepted subject to the following terms and conditions, which shall form part and govern the contract of use of horse(s) or equipment. No representative of Firm of RS Duncan has the authority to vary these conditions unless accepted in writing by a Proprietor of RS Duncan.

Payment, Price, Safety and Complaints;

- **RS Duncan** reserves the right to vary the quoted price for the goods by upwards additions in accordance with market conditions at the date of actual supply and the purchaser shall pay such additions to the quoted price
- The Management reserve the rights and the decision of who may partake in any experience or which **RS Duncan** may hold and host. Company Terms and Conditions Apply. Company Policies Apply. Errors & omissions accepted.
- All payment for experience due in advance. Payment is to be made in sterling. Payment for Time or Gift Voucher is **NON refundable** and valid for six months from date of purchase.
- A minimum requirement of 24 Hours notice must be given for all cancellations. If less than 24 hours notice no rebooking will be offered, for the cancelled experience, at the discretion of a partner
- Time or Vouchers are valid for Six Months from payment and have an expiry date, time or certificates over the expiry date cannot be used to book the experience
- An adult will complete cancellations in all instances verbally. If you send an e-mail cancellation it still must be backed up with a cancellation telephone call. *Children cannot cancel lessons.* Failure to comply will result in your certificate being void for use.
- If you wish to make a complaint over your own or your child's experience. Put the complaint in writing (with your name, address and telephone number) and hand it to a member of staff in the Office of **RS Duncan**.
- Disclaimers must be fully completed by individuals wishing to participate in an experience or ride. Non-completion or omission of the form by the individual will make it impossible for that person to be involved in the experience.
- **RS Duncan** partner Margaret Duncan will investigate any complaint lodged and if upheld an appointment will be made for you where she will deliver her findings.

Unforeseen incidents can take place during the experience that we have no control over as horses can react unpredictably. This in turn may mean a experience may run late. Do not under any circumstances complete the following.

- Deposit your child and leave, you are abandoning your child without due care. Stay with your child until the guide(s) meets you at the Office. Once the Health & Safety paperwork is checked for the experience and only then you can leave or you are also welcome to wait in reception for their experience to be completed.
- Enter the premises and take a horse out of its stall is strictly prohibited without an accompanied member of **RS Duncan** staff
- Wander around **RS Duncan** premises without an escort
- You are in breach of our Health and Safety protocols if you proceed with any of the above points.

Once your booking is complete with **RS Duncan**, it is advisable that you ensure you know how to get to us on the day of your experience. If you are late or get lost we cannot accept responsibility, clear directions are given or on our website with a supplied postcode for SATNAV users.

If the experience runs over; In the event of this happening, please stay around for your child/ward until the experience has finished. Once more do not under any circumstance abandon your child / ward.

Force Majeure. "Force majeure" means any event, which we the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, terrorist activity or actual threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control. When a major road/motorway is closed or traffic delays for any reason, we cannot accept blame for the customer being late

All our Staff are here to help you and we will most certainly not tolerate aggressive or abusive behaviour. Abusive and aggressive customers or members of the public who behave in this manner will be asked to immediately leave the premises, forfeiting any right to be involved in our experience day.

Availability of day and Time; **RS Duncan** will use its best endeavours to accommodate everybody with time or certificates, however we have a come first come first served policy, which is we only accommodate up to 3 booking per day in Winter and 5/6 bookings in Summer. If due to non-availability of a suitable day or any other causes beyond our control, it shall be at **RS Duncan's** liberty to determine the contract or part thereof by giving notice in writing to the purchaser.

Photos taken on the day; Photos take by **RS Duncan** can be used to update our websites, Facebook, twitter or other multimedia and advertising. If Photos are not to be used this must be noted on the day of the experience on the participants form overleaf.

Privacy Policy; **RS Duncan** uses and protects any information that you give us when you use our website and booking forms. We require this information to understand your needs and provide you with a better service. We **DO NOT** store payment/credit card details, our full privacy policy can be downloaded from our web site or viewed at the office.

Intoxicating Substances and Alcohol;

- No smoking at anytime, on the premises.
- Consumption of alcoholic beverages is banned from the confines of Blackstone Farm. Person(s) found to be drinking/intoxicated will be asked to leave the farm immediately
- Illegal substances; if brought or found on the premises belonging to any individual will be reported immediately to the police

Consequential Loss of Equipment; Loss of any equipment loaned to the individual using **RS Duncan** service is responsible for the replacement of the equipment at the current market value. Lost item(s) replacement must be of equal or better quality and is approved by a partner.

COVID-19, For the purpose of the health protection of all guides and visitors, **NO** person suspected of being COVID-19 infected should access Blackstone Farm
Face coverings supplied by participant must be worn during the safety induction or on our walking farm tour, carriage driving and working with the Clydesdales; the mask can be removed when in the excavator, or when on top of the Clydesdale riding, but must be worn when within the vicinity of 2 meters or more that 10min of any of our staff. All participants agree if the guide or a member of Blackstone team feel that safety is a risk they will step in within the current Scottish social distancing rules to assist. All participants take part at their own risk as with our current hand, face and space procedure.

Liability and Risk;

- It is recognised that horse/animal or digger equipment activities are hazardous to participants, regardless of all feasible safety measures which can be taken; each participating in an equestrian/excavator activity expressly presumes the risk and legal responsibility for any injury, loss or damage to person or property which results in an equestrian/excavator activity, on or around a horse, animal, excavator digger or equipment and the farm confines. We also advise for your own protection each participant takes out additional dangerous **sport insurance** independently.
- Vehicles Parked At Owners Own Risk. **RS Duncan** & management takes no liability or responsibility for your car whilst parked within Blackstone Farm premises and your own personal effects/belongings within your vehicle whilst in the vicinity of Blackstone farm premises

Release and Hold Harmless Agreement;

- The participant/responsible person acknowledge, understand, appreciate and accept these and other risks are inherent in the activities which are involved participating and working around excavator digger[s], horses[s], animals[s], and stable facilities, on the farm. The risks may include but are not limited to, damage to personal property, illness, bodily injury, trauma, or death resulting from a fall or being in close proximity to excavator digger[s], horse(s) or other farm animals or equipment
- The Individual further understands that participants can be injured in the normal course of events while participating and therefore agree to indemnify and hold harmless Firm of **RS Duncan**, its employees, interns, volunteers, or any dependant help and further release them from any accident, injury, damage or death to the participant, property, horse the participant owns, any family member or spectator accompanying the participant while on the premises of Firm of **RS Duncan** and off the premises whilst participating in any activity.
- The participant understands that by filling out the booking form and taking part in the activities offered by **RS Duncan** that is agreed that **ALL** terms and conditions are accepted and your participation is voluntary and knowingly assume full **RESPONSIBILITY** for any risk of **BODILY INJURY, COVID-19, DEATH OR PROPERTY DAMAGE** arising out of or relating to the activitie[s], whether caused by **NEGLIGENCE** of Firm of **RS Duncan** or otherwise.
- **Severability:** When signing the booking form the participant or responsible person **HEREBY** agrees that this Release and Waiver of Liability, Assumption of Risk and Indemnity agreement extends to all acts of negligent rescue operations or procedures by Firm of **RS Duncan**, is intended to be as broad and inclusive as is permitted by the laws of Scotland in which the activitie[s] is/are conducted and that if any portion thereof is held invalid, it is agreed that the balance shall, notwithstanding, continue in full legal force and effect.

FORM TO BE RETURNED BEFORE BOOKED DATE

Form can be returned by email, post, and photo message or by hand

Blackstone Farm • Rigg Road • Cumnock • KA18 3JJ

01290 421639 [Not Manned] • M: 07785 522735 [Preferred] • E: bookings@clydesdales.co.uk

www.digaday.co.uk • www.blackstoneclydesdales.co.uk

