

# Terms and Conditions



## Cancellations

24 hours' notice **must** be given on any cancellations or re-arranging of lessons. I appreciate that in severe weather or in emergencies this is not always possible and will use my discretion in these instances. However if I feel that 24 hours' notice could have been given, then the client will still be subject to paying 50% of their teaching fees.

## Punctuality

I always aim to arrive at least 5 minutes before our arranged session time. If for any reason I am held up, I will contact you to keep you updated. I expect the same from clients but do appreciate that horses are not always the most helpful.

It is up to the client whether they wish to be mounted when I arrive or not and I am happy for clients to have warmed up briefly before we start, but again this is at the client's discretion.

## Safety

Safety is my highest priority for me, my clients and their horses. I will only ever suggest exercises I feel are suitable to the level of horse and rider in front of me at any given time. If a client does not feel happy to complete an exercise I have suggested, I am happy to discuss this and to agree a mutually agreed plan of action. Alternatively if I feel that a horse and rider partnership is not safe together, I will step in but please be assured this will only be with your best interest at heart.

## Honesty

I stand by the mantra that **Honesty is the Best Policy!** I will always endeavour to be honest with my clients and always appreciate when they are honest with me too. If you feel that you disagree with an exercise I have suggested or something I have said, say so! Every day is a school day when it comes to horses and we can all learn something from each other.

## Payment

Payment for sessions can be made by cash or bank transfer (just let me know and I can provide account details). If paying by cash this needs to be at the time of the session, or if by transfer by midnight that day. If for any reason it is different, please discuss with me. Rates for sessions will always be agreed before starting and are agreed to when booking the session.



**Pinar Ozbey-Trottier** reviewed White Horse Support – 5★

27 November at 12:49 · 🌐

Laura from White Horse Support gave me confidence with my horse during a difficult time. She was sensitive my horse's needs as well as my own. Laura helped me access my confidence with relaxed and fun instruction and also provided us with new schooling ideas which my horse and I both benefit from and enjoy. I highly recommend!



**Kerry Clements** reviewed White Horse Support – 5★

16 January at 15:35 · 🌐

Laura has been a god send in helping me keep the weight off my pony throughout the winter and also at getting him hacking on his own which has given me more confidence. Highly recommend 😊



***Thank you for choosing me to help you & your steed on your journey!***

## **Services Offered**

### **Teaching:**

30, 45 & 60 minute private sessions (ridden or stable management) available- 62 pence per mile (round trip) + £5 per 15 minutes teaching

30, 45 & 60 minute shared session (ridden or stable management) available- 62 pence per mile (round trip) split evenly between participants + £3 per 15 minutes teaching per rider

### **Riding:**

Schooling on the flat and over fences 30, 45 or 60 minutes available + 62 pence per mile (round trip) + £5 per 15 minutes riding

### **Hacking:**

Available on your chosen route- 62 pence per mile (round trip) + £2.50 per 15 minutes riding

### **Grooming:**

Available for day, week or monthly cover- 62 pence per mile (round trip) +£2 per 15minutes spent caring for your horse

***Contact me today to discuss!***



**Bekii Smith** ▶ **White Horse Support**

27 November at 12:01 · Saint Lawrence · 🌐 ▼

Just wanted to say an enormous thank you to Laura for being the best confidence giver and the kindest instructor ever! Pushing me through something I didn't even realise I was nervous off!!; Thank you so much Laura I'm glad Rico loves you as much as I do!!!! #bestinstructorever bring on the next lesson! 🥰🥰 Xx



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