

Terms & Conditions

Arena Hire & Events

The Grange Equestrian Centre, Okehampton, Devon

1. General Liability

No responsibility can be taken by the organisers for any accident or damage to competitors, attendants, animals, spectators, or their property or vehicles of any description. By entering any competition or hiring any facility at The Grange Equestrian Centre, the participant accepts that The Grange Equestrian Centre, The Plaister Charity, the organiser, and any officer of the event will not be held responsible or accountable for anything that may happen from any cause or circumstance whatsoever to any person, exhibitor, servant, animal, article, or property brought onto the site.

Handling and riding horses is a dangerous activity. Participants are strongly advised to hold adequate personal accident and third party liability insurance.

2. Biosecurity & Arrival

The Grange operates a mandatory biosecurity policy for all visiting horses. By arriving on site you confirm that you have read the full Visiting Horses Biosecurity Policy and will comply with its requirements. The full policy is published on our website and available from reception.

Before you travel

- **It is a legal requirement to travel your horse with its passport.** No entry will be allowed without the correct passport for the horse you are bringing. The Grange will carry out random microchip scans to check the passport matches the horse. The Grange is not responsible for any travel, accommodation, or other costs incurred by participants if you are turned away and no refund or credit will be given under these circumstances.
- **No unvaccinated horse will be permitted to unload.** All horses must meet the minimum vaccination standard: an annual booster or 3rd vaccination of an initial course within 365 days of previous vaccination or start of a new course; and not within 7 days (inclusive) of the second vaccination in a new course; A 6-month booster cycle is strongly recommended by BD and BS for all horses during the current elevated-risk period.
- **Do not travel if your horse is showing any signs of illness** (fever, cough, nasal discharge, lethargy or reduced appetite), has been in contact with a confirmed or suspected infectious disease case in the past 14 days, or has returned from a venue where a disease outbreak has been reported within the past 14 days.
- **Do not travel if your horse has received a second** dose flu vaccination within the last 8 days or within 24 hrs of any vaccination.
- If in doubt, contact your vet before travelling and notify The Grange as soon as possible.

On arrival

- Enter through the main gate and park in the holding bay on the left (marked red on site signage). Passport checks are carried out at the gate before unloading. Please have your passport ready and ensure it shows a compliant, up-to-date vaccination record. Horses that cannot produce a compliant record will not be permitted on site and no refund will be given.
- Follow all directions from site stewards.
- Maintain space between your vehicle and neighbouring horseboxes. Keep ramps up when not loading or unloading. Do not allow your horse to make nose-to-nose contact with horses from other lorries or trailers.
- Do not allow your horse to drink from shared water troughs. Bring your own water.
- Do not share equipment (buckets, grooming kit, tack, feed utensils) with other horses on site.
- **Do not enter any areas of the yard other than the car park and arenas.**

If your horse becomes unwell on site

- Report any signs of illness (fever, cough, nasal discharge, lethargy, loss of appetite or abnormal behaviour) to site staff immediately. Do not move your horse around the site and do not load and leave without speaking to staff first.
- If your horse is diagnosed with an infectious disease after leaving the site, notify The Grange immediately so that other attendees can be alerted.
- Monitor your horse for signs of illness for 14 days after visiting. Disinfect your lorry or trailer before your next journey.

Assistance: site manager 07429 292605. Yard vet: Equus Vets 01837 214004.

3. Rider Agreement

By entering or attending any event at The Grange, all participants confirm that they:

- understand that riding or handling horses carries inherent risk of injury and that horses may react unpredictably;
- accept that risk and agree that The Grange Equestrian Centre and its staff will not be liable for injury or damage to property;
- agree to follow all instructions given for their safety by centre staff and stewards; abuse of staff or stewards will not be tolerated
- will be honest about their abilities, riding experience, previous accidents, and any medical conditions that may affect their ability to ride or handle a horse;
- where entering on behalf of a minor, confirm that the above has been explained to the child and that they accept the risk on the child's behalf.

4. Bookings & Payment

All entries must be made in advance through our Equus Organiser booking system. An Equus Organiser account is required; registration is free. There is an APP available for download for IOS and Android devices. **Please enter all your details accurately.**

Payment is processed securely through the Stripe payment system. An email confirmation will be issued on booking. **Booking fees and card processing fees are non-refundable in all circumstances.**

5. Withdrawals & Refunds

- **No refund will be given for a horse which has been turned away due to not having a passport or the incorrect passport, or vaccinations are out of date.**
- **Cancellations made 7 or more days before the event:** a refund of the entry fee, less the non-refundable booking fee, card processing and administration fees (totalling £5.00), can be made to the original payment card within a reasonable number of days. Alternatively, the full entry fee may be carried forward as credit on your account against any future event at The Grange.
- Cancellations made less than 7 days before the event: no refund will be given.
- No refund or credit will be given once competition times have been published, except in the case of organiser error.
- The organiser reserves the right to cancel or reschedule an event due to circumstances beyond its control, including extreme weather, acts of God, or government restrictions. In the event of cancellation by the organiser, a full credit of the entry fee will be added to your account for use against any future event. Any cash refunds will be subject to the non-refundable fees identified above. The Grange is not responsible for any travel, accommodation, or other costs incurred by participants.

6. Safety & Equipment

- Riding hats conforming to the current BSI safety standard must be worn correctly fastened by all mounted persons at all times on the site. Any handler under 16 must also wear a correctly fitted standard hat in the ring.
- Back protectors are strongly advised for all jumping activities.
- DEFRA may require competitors to produce a horse passport at any time. Passports must show up-to-date vaccinations and a current worming programme. Please refer to section 2 above.
- No horse or pony under 4 years of age may compete except in youngstock in hand classes.
- All competitors, horses, and ponies must be correctly turned out for their class in accordance with the relevant affiliated body's dress code.
- Any misuse or abuse of whips or spurs will result in immediate expulsion from the venue.
- Under-16s must be **accompanied by a responsible adult at all times.**

7. Arena Hire – Personal Use

- Arena hire is booked in one-hour slots through the Equus Organiser system.
- You must arrive and vacate the arena within your booked hour so that the next hirer has their full allocation.
- If a course of jumps has been set, you must not alter the course, add or remove any jumps, or use poles as trot or canter poles. If you require ground poles, please ask and they will be provided.
- Please leave the arena and course exactly as you found them.
- Any droppings must be removed from the arena and placed in the containers provided.
- The indoor arena light switch is located halfway down on the right-hand side of the arena. Please turn lights off on exit.
- Never jump alone.

8. Arena Hire – Clinics & Events

- When hiring facilities for clinics or external events, the hirer is responsible for conducting their own risk assessments. The Grange cannot be held responsible for incidents, accidents, injuries, theft, or damage to vehicles.
- The hirer must hold adequate public liability insurance and ensure that all attendees adhere to The Grange's general rules and regulations.
- For larger events, the hirer must follow The Grange Emergency Plan and comply with instructions from centre staff and stewards in the event of an emergency.
- Any damage to the centre's property, arenas, or equipment must be made good and paid for in full by the hirer.
- All other terms set out in these conditions apply to hirers as relevant.
- Attendees must not film demonstrations or performances without the prior written consent of the organiser.

9. Car Park & Lorry Park

- Park only in the designated car park. Do not park in any other area or move any barriers.
- Please park sensibly, particularly at larger events. Do not occupy more space than necessary.
- Muck must be picked up before leaving and deposited in the large green muck trailer in the car park. Do not muck out onto the car park surface, hedges, or stable-block ends.
- Hay nets must not be tied to the outside of lorries or trailers.
- Horses must not be left unattended and tied to the outside of a lorry or trailer.
- No horses are to be left in their lorry or trailer overnight.
- All litter must be removed and placed in the bins provided.

10. Conduct

All clients, competitors, attendants, and guests are required to maintain commonly accepted standards of decency and good behaviour. Racial abuse, discrimination, offensive language, and loud or aggressive conduct will not be tolerated. Any abuse of The Grange staff, stewards or volunteers will not be tolerated. The Grange reserves the right to ask any person to leave the premises immediately and without refund, and to refuse admission to any person without giving reason.

11. Dogs

Dogs are welcome but must be kept on a lead at all times, including in the lorry park. All mess must be cleared up.

12. Photography & Videography

The Grange uses a professional, licensed, and insured photographer or videographer at most events. The Grange reserves the right to publish photographs and video footage taken at events, including on its website and social media channels, for promotional purposes. If you do not wish to appear in published imagery, please inform the organiser in writing before the event.

No other person may photograph or film at The Grange for commercial reward without prior written accreditation from The Grange. This applies to private hire as well as competition events.

By attending any event, you consent to being photographed or filmed for promotional, marketing, or archival purposes.

13. Data Protection

Personal data provided during the booking process will be held in accordance with the Data Protection Act 2018 and all applicable data protection legislation. Your information will not be shared with third parties without your consent, except where required by law or in connection with an injury or insurance claim.

14. Credit Vouchers

Where a credit voucher may be issued in place of a monetary refund or as prizes. Vouchers have no cash value, are non-transferable and valid for 12 months.

15. Payments & Currency

All transactions and online payments are made in pounds sterling (£). You will receive email confirmation of payment within a short time of making your booking. If you do not receive a confirmation email, please contact The Grange using the details below.

16. Amendments

These terms may be updated from time to time. Continued use of The Grange's booking systems or participation in events constitutes acceptance of any revised terms. The Grange reserves the right to amend booking requests where this is not possible, but cannot guarantee changes once times have been published, except in the case of organiser error.

17. Severability

If any provision of these terms is found by a court or competent authority to be unlawful or unenforceable, the remaining provisions will continue in full effect. If any unlawful or unenforceable provision would be lawful or enforceable if part of it were deleted, that part will be deemed to be deleted and the rest of the provision will continue in effect.

18. Governing Law

These terms are governed by and construed in accordance with the law of England and Wales. Any disputes arising under or in connection with these terms will be subject to the exclusive jurisdiction of the courts of England and Wales.

19. Contact Details

The Grange Equestrian Centre, Northlew Road, Okehampton, Devon, EX20 3DA

Email: shows@grangeequestrian.com

Call: 01827 352452

The Grange Equestrian Centre Ltd is a trading business of The Plaister Charity (Registered Charity No. 1175106)

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