



New Client Information Pack

We are very excited to welcome you to PMHRC. To help you get started, we have a few FAQ's answered below:

Bookings

We make all our bookings using our online platform "bookeo". You can sign in and manage your own account, make, change, cancel bookings and make payments via bookeo. There is a "sign in" and a "book" button on our webpage www.portmacquariehorseriding.com.au

Your booking confirmations will be emailed to your account at the time of booking, and you will also receive a reminder 24 hrs before your booking. If you have not paid at the time of booking, you will be emailed a payment request.

Payments for reoccurring school term bookings:

You will receive an email confirmation for your booking and a payment request if you have not paid at the time of your booking. Bookings must be paid in full before redeeming the service. Payment can be made using our online payment platform and following the Pay button in your payment request. If you need assistance to pay, please ask your coach to help and they can process the payment with you.

Accepted methods of payment

Payment via Bookeo is preferred. If you are an NDIS participant, you will be invoiced via quickbooks as outlined in your service agreement.

Please be advised we now have two payment options for term fees.

1. Pay in full by Monday week one of school term.
Press **PAY BALANCE** on your booking confirmation email.
2. Pay weekly in advance by credit card.
This will be automatically debited on Mondays from your elected credit card.



Cancellations

As lesson times are highly sought after and our staff are committed to their shifts, it is important to give as much notice of any changes or cancellations as possible.

- **Mainstream lessons cancelled or changed less than 24 hours of the booking time will be made payable in full.** This policy will be strictly adhered to.
- **NDIS services** Service agreement terms and conditions apply.
- **EAP services,** service agreement terms and conditions apply.

If you wish to cancel your booking at any time in three ways:

- Click change/cancel booking in your booking confirmation email.
- Sign into your online booking platform:
<https://bookeo.com/portmacquariehorseriding/customer>
- Email absent@portmacquariehorseriding.com.au.

Our phone is a text only service not monitored regularly as our coaches are busy with clients, so please do not try and cancel by phoning us.

Communicating

The best way to communicate with our staff is via info@portmacquariehorseriding.com.au. We also have a text only phone service 0487004483: our staff want to get back to all enquires as soon as possible but when working with the horses we have limited access to be able to answer phone calls. Our coordinator will regularly monitor the emails and notify staff and accounts of cancellations and changes.

What to wear

Suitable clothing and footwear:

Please wear long pants and covered shoes. If you think you will be riding regularly, it is recommended that you invest in a pair of riding boots; jodhpurs and your own helmet (please make sure you check the safety standard on your new helmet, it must meet the updated standards that were introduced 1 Jan 2017 AS/NZS3838. There are many online stores selling old stock for cheap EN1384 is no longer valid.)

There are a few places selling gear locally for reasonable prices, these include Super Horse Saddlery (online and instore by appointment) located Thrumster Street Port Macquarie, SP produce Chestnut Road Port Macquarie and Wauchope Rural supplies (near Timber town).

When to arrive

Please arrive 10 mins before your start time. If you are late, your lesson will still conclude at the scheduled time as we do not run late for our next bookings.

Where are the toilets?

Toilet facilities are located over at Cassegrain winery. Which you can access via car or walking. We also have a porta-loo at the riding centre for emergency bathroom breaks.



Wet weather

We do proceed with lessons in wet weather. If we are experiencing poor weather, PMHRC staff will assess if it is safe to proceed with lessons or not and contact you at least one hour before your lesson time. Please remember it may be raining where you are, but it may not be raining at the riding school as coastal weather patterns differ to ours from time to time. We will often proceed in showers, so pack a raincoat as the arena is nice and safe even if it's a bit wet under foot.

We also have access to an undercover arena at Highway Stables (our neighbour) located approximately 500m from the riding centre which we can use during wet weather. If we plan on proceeding at the undercover arena our staff will contact you prior to your booking time with any relevant information surrounding the change in location.

Setting goals

Our staff want to hear your goals and riding aspirations; we would like to make these dreams become reality. We want to ensure riders are achieving goals whilst still ensuring the fundamentals of horse riding/ horsemanship are being maintained. At Port Macquarie horse riding centre, safety is a big priority and so we can create a plan which will help you to achieve your goals at a pace that is suited to your goals and individual needs. We will check in with you regularly and make sure we are on track.

Feedback

Feedback is welcomed; you will receive an email after your lesson requesting a review of our services. Feel free to communicate your experiences with us so we can continue to review our processes and tell our coaches how much you love them!

Spectators

To keep our riders and horses safe and focussed, please advise spectators to use the seats next to the arena to view lessons. Please do not enter the arena, lean over the rail, or speak to the coach or rider during the lesson.

Photos and Social Media

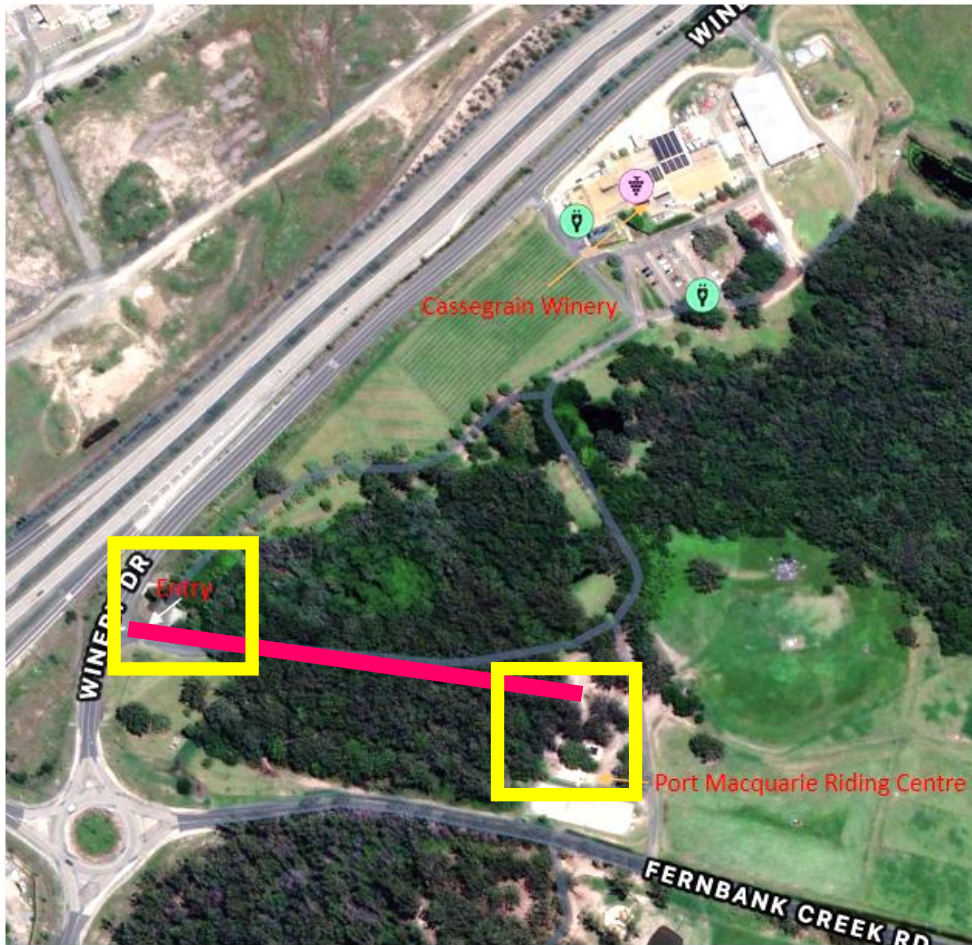
Please refrain from taking photos of others and ensure you have permission from third parties before posting any images online.



PORT MACQUARIE HORSE RIDING CENTRE

Access to the centre

You can access the riding centre by entering at 10 Winery drive (the nearest driveway to the roundabout). You will enter over the cattle grate and follow a road down a picturesque forest like setting for approximately 200 meters and you will see the riding centre on your right. If you enter via the gate next to the winery, you will need to exit and head further down Winery drive as there is a one-way road system in the winery grounds. Please see the aerial view attached to this document.



Requesting a certain horse

It is our intention to make horse riding as fun as we can, and we are sure you will begin to prefer one horse over another. We will try to accommodate your preferences however there are times when we may use a different horse to help you grow as a rider, teach you new skills or rest and rotate the horses.

Health conditions

If you suffer from a health condition or have a disability that may affect your ability to ride and interact with horses safely, please consult your medical professionals for advice before commencing lesson. Please notify your coach of any medical conditions that may arise during your lessons so we can assist you in the best way possible.



The downside to horse riding: Falling off & getting back on again

Horse riding is a rewarding and thrilling sport. When learning new skills and working with animals, there are inherent risks that can make learning to ride and interact with horses dangerous.

Our job is to make a risky sport as safe as we can while providing our customers with a skill-building experience. We endeavour to provide skill-appropriate activities for each customer based on their level of ability, athleticism, natural balance, riding goals and learning style.

Part of this job also includes preparing clients for the not-so-fun possibility of falling off and informing them about the process.

Sometimes things can go wrong.

Sometimes, horses can react to external and environmental factors that can make them move suddenly, or act unpredictably. On occasion, our riders may be exposed to these natural behaviours, even when working with our very quiet team of horses.

It is very easy to fall off / slip off / lose your balance even at walk.

So, what happens if you fall off?

First, rest assured, we are all first-aid trained. We will make sure our rider is safe, assess for any physical injuries and treat minor abrasions. We may ask for permission to call an ambulance or call one on your behalf. There is no need to feel alarmed if we offer to call an ambulance; this is the best and safest practice if a rider falls. We will suggest visiting the hospital even if there are only minor injuries or complaints of pain.

Excluding horses, my own daughter broke her wrist tripping over a tennis ball, so it goes to show that injuries can happen anywhere. We are always cautious in our approach if there is a suspected injury.

Falling off can be a shock. This may provoke an emotional response, and a fall can cause pain and injury. A fall can alter our perception of horse riding, knocking our confidence and trust in horses and horse-riding activities. A fall may turn one rider away from the sport, while another rider may not have their confidence knocked at all. Every rider is different.

I have worked with riders who have had a great run at riding over several years and have not experienced one fall. Then, there may be an accident that leaves them in the sand, and this can be a challenging experience for one rider to overcome, while the next is happily back in the saddle the following day.

What next?

The adage “get straight back on the horse” is outdated and does not apply in our space.

We care deeply about our riders' safety and welfare; we will check in after a fall. We also care about how our riders feel about returning to riding. We will work with each rider and make a low-key return-to-riding plan that suits the individual. Rebuilding confidence and trust



can take time—more time for some riders than others. We are here for the journey and will go at your pace.

How can we prep our little people for the risks associated with our great sport?

Speaking to your child about the risks is important. Falling off can happen to anyone in our sport, and we should talk about this possibility openly, so they are prepared for it. How might they feel if they fall off? Some of our little people have not experienced pain or injury before. Falling can cause shock and may cause pain. Reassure them that it is very unlikely they will constantly fall off, but they might at some stage. Chatting about how it might make them feel at the time and afterwards can help our little ones feel informed and prepared. Providing reassurance that we will make a safe plan for them when the time comes to hop back on is also comforting.

We also ensure our riders are wearing up to date helmets, appropriate footwear and clothing. You can check the most up to date helmet standards here:

<https://www.equestrian.org.au/content/current-approved-safety-standards-helmets>

What about insurance and any accident-related expenses?

Personal Accident Insurance/Ambulance Cover:

Ambulance cover and personal rider insurance is strongly recommended.

You can find out about ambulance cover here:

<https://www.ambulance.nsw.gov.au/our-services/accounts-and-fees/ambulance-coverage-if-you-are-a-nsw-resident>

You can become a member of Equestrian Australia here:

<https://www.equestrian.org.au/Membership>

The EA National Insurance Scheme, provided by Gow Gates Insurance Brokers, offers members 24/7 Personal Accident and Public Liability Insurance at all times while engaged in non-income-earning equestrian activities. For policy details and additional product packages available to members, please visit the Gow Gates Insurance website.

We hope this information helps you understand the risks associated with Equestrian activities. We look forward to working with you on your equestrian journey.