



## **Colts Polo & Riding Pte Ltd**

### **TERMS AND CONDITIONS**

#### **Safety**

For all lessons at Colts Polo & Riding, riders are required to wear compulsory riding gear (as below) and are advised to consider wearing optional riding gear.

Compulsory riding gear, to be worn by riders when taking lessons:

- Riding or polo helmet, in sound working condition, with adjustable chinstrap. Helmets must not have any loose strips or loose ends
- Helmet must be worn adjusted for size of the riders, ensuring minimal movement.
- Riding boots (short or long), with no laces, and appropriate heel (no less than 1cm long)
- Long riding trousers, or jodhpurs. Jeans or similar material are permissible. (trousers of soft cotton material or similar, loose fit trousers, are not permissible)

Optional riding gear

- Riding chaps, covering legs up to the riders' knees.
- Riding protective vest
- Eye protection (glasses, protection bars attached to helmets)

Prior to a riding or polo lesson, the riding instructor will check all riders for equipment to ensure they comply with the requirements. Riders will not be allowed to take a lesson if they are not wearing required compulsory equipment.

Colts Polo & Riding will provide helmets and boots (subject to availability) for the first 5 lessons taken by each rider. It is highly recommended that riders acquire their own equipment, fit for size and comfort. Riding instructors will advise riders and/or parents about suitable equipment.

## Payment Policy

1. Lesson fees will be invoiced upon booking of lesson/s.
2. Lessons can be settled by cheque payable to Colts Polo & Riding Pte Ltd or by

Bank transfer to:

Name: Colts Polo & Riding Pte Ltd  
Bank: Oversea Chinese Banking Corp  
A/C Number: 713007177001  
SWIFT: OCBCSGSG

3. Lesson fees must be settled before the lessons take place. Students will only be allowed to take a lesson if it is settled, however they may be allowed to take the lesson at the discretion of Colts Polo & Riding staff.
4. If students have any overdue (unpaid) invoices for over 14 days, the students will not be allowed to participate in their respective lessons until all outstanding lesson fees have been settled in full.

## Bookings: Group Lessons

1. Students can book a place in a Group Lesson (of up to 6 students) by contacting the Administration Office on [info@coltspolo.com](mailto:info@coltspolo.com) or +65 9622 1059.
2. Students can book a place in a Group Lesson either for one (1) lesson or by booking blocks of 10 lessons or blocks of 20 lessons.
3. When booking blocks of 10 lessons, lessons must be used within 90 days of the date of booking. If the students have any lessons remaining after 90 days these will be deemed as used and shall not be refunded.
4. When booking blocks of 20 lessons, these must be used within 180 days of the date of booking. If the students have any lessons remaining after 180 days these will be deemed as used and shall not be refunded.
5. For bookings using a discount voucher, please refer to T&C's on the voucher.

## Bookings: Private Lessons

1. Private or individual lessons can be booked through the Administration office by contacting [info@coltspolo.com](mailto:info@coltspolo.com) or +65 9622 1059
2. Private or individual lessons will be subject to availability of coaches and horses availability, and will be booked on a first-come first-served basis.
3. Payment for private lessons must be made on the day of the lesson or by

advance bulk payment of 10 lessons.

4. Cancellations less than 24hrs will result in a full charge payment.
5. Please contact the Administration office for our private lesson rates and to book a session.

### **Cancellations**

1. A minimum of 24 hours' notice must be given when cancelling any lesson. Notice must be given by either telephone, SMS, whatsapp or email to the Admin office. Any cancellations with less than 24 hours notice will not be accepted and the lesson will be charged.
2. If a lesson is cancelled by the Instructor or the Administration Office due to weather conditions or any other reason, lessons will not be charged and may be rebooked to another time with no extra cost, by contacting the Administration Office, unless stated otherwise under section Weather Policy.
3. If students arrive late, lesson will start without them. They will be allowed to join-in upon arrival at the discretion of the Coach giving the lesson. The lesson will still finish at the scheduled time and will be deemed to have been used in full, and no discounts will apply.
4. If a student cancels a lesson within 24 hours' notice period due to sickness or similar, a credit can be given upon presentation of a medical certificate.

### **Weather Policy**

1. Lessons will be cancelled in the event of lightening or heavy rain. In these events, Colts Polo & Riding will send an SMS, Whatsapp or email message to all students booked for lessons at that time.
2. If a lesson is cancelled due to weather before the scheduled start time, lesson will not be charged and can be rebooked for another time and date, subject to availability.
3. If a lesson is cancelled due to weather after it started and before the first half of the lesson has passed, the lesson will not be charged and can be rebooked for another time and date subject to availability.
4. If a lesson is cancelled due to weather after the first half of the lesson has passed, the lesson will be charged in full.

## **Alcohol policy**

Riders will not be allowed to ride, take lessons or be in the vicinity of any horses at the premises of Colts Polo & Riding, if they are under the influence of alcohol, or under the influence of any other inebriating substances.