



Colts Polo & Riding Pte Ltd (“COLTS”)

TERMS AND CONDITIONS

Safety

For all lessons at COLTS, 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. (shorts, 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 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 lesson take place. Students will only be allowed to take a lesson if is paid. Any exceptions to this may be made by at the discretion of COLTS 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 lessons have been paid 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 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. Lessons or packages booked in the name of a given individual will only be allowed to be used by that individual. Lessons assigned to a specific person are not to be assigned, transferred or shared with another individual.
6. 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 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 before the lesson takes place or by advance payment when under a 10-lesson package.
4. Lessons or packages booked in the name of a given individual will only be allowed to be used by that individual. Lessons assigned to a specific person are not to be assigned, transferred or shared with another individual.
5. Cancellations less than 24hrs will result in a full charge payment.
6. 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.

Use of photographic material

By accepting to take polo & riding lessons or participating in activities at COLTS, Riders hereby agree that COLTS can take photos, videos and any other photographic material during any polo and riding activity held at COLTS premises and use this material for Marketing Purposes (as defined below).

Marketing Purposes includes but is not limited to: Promotional flyers (physical or electronic), e-mails, COLTS website, COLTS social media pages (Facebook, Instagram), advertising in printed media and others.

COLTS is not responsible or liable for any damages whatsoever that the use of such photographic material may cause.