



TRAIL RIDES & CARRIAGE DRIVING

TERMS AND CONDITIONS

1. **Weight Restrictions:**

For safety and animal welfare reasons, Centennial Glen Stables has a 100 kg maximum weight policy. Weight restrictions are also influenced by a person's "height to weight ratio" and previous level of Horse-Riding experience. Please contact us directly to determine if a person can participate. Please be advised that this weight limit does vary depending on daily influences such as track conditions and suitable horse availability.

2. **Cancellation Policy:**

At the time of booking a credit card will be needed to secure your booking. A 100% cancellation fee will be incurred if you cancel within 24 hours of your ride time.

3. Safety is paramount at Centennial Glen Stables and if the weather is unsafe to ride in on the day of your ride, you will be contacted via your mobile phone to advise we have cancelled your ride due to weather conditions. No cancellation fees are incurred if Centennial Glen Stables cancels your ride due to weather conditions.

4. Centennial Glen Stables asks that all customers arrive at least 30 minutes prior to activity time. Cancellation fees will be incurred for late arrivals. If you are running late, please be advised that we cannot hold the activity for your late arrival.

5. Customers will be refused if they appear to be affected by alcohol or drugs. In this situation a 100% cancellation fee will be incurred.

6. It is a condition of making a booking (via online, email, phone or in person) with Centennial Glen Stables that all participants agree to be bound by and accept our full Terms and Conditions including our cancellation policy.

7. You are hereby warned and agree that entering Centennial Glen Stables and participating in any of the activities we provide are inherently dangerous recreational activities pursuant to the Civil Liability Act, 2002. If you choose to do so, you do so entirely at your own risk waiving all rights to claim for personal injuries including damages arising from the negligence of the proprietor.

8. All participants are required to read, understand, and sign Centennial Glen Stables waiver form before the commencement of your activity. This confirms that you are aware and understand the inherent risks associated with your activity. A parent/guardian must sign for those they are responsible for who are under 18 years of age.

9. We reserve the right to refuse entry to our property and participation in any activities provided by us.

10. All complaints must be received in a timely manner (up to 30 days after the event). No response will be made to complaints received after this period.

11. Centennial Glen Stables reserves the right to change or alter the activity. Especially in instances relating to safety reasons or in extreme weather conditions.

12. We reserve the right to stop any of our customers from starting and/or continuing the activity. Especially if we feel safety is compromised.

13. We reserve the right to stop any of our customers from starting and/or continuing the activity if safety instructions are not followed and/ or if the customer behaves in an unacceptable manner.
14. Whilst we love animals, for your pets' safety and the comfort of others, pets are not permitted on the property under any circumstances.
15. Group organisers are responsible for passing the terms and conditions onto every person in your group.
16. All riders must wear properly fitted AS/NZS 3838 (or ASTM F1163) Horse Riding helmets, with chinstrap. Centennial Glen Stables provides helmets for their customers. Helmets are to be worn correctly. This may mean changing of your hair eg buns, pony tails, religious headwear. The largest size helmet size available is 63cm. Centennial Glen Stables reserves the right to cancel your booking if a helmet does not fit properly or is not worn correctly.
17. Appropriate footwear must be worn - closed in shoes with small heel. If you do not have appropriate footwear, Centennial Glen Stables will advise you what will be safest in your situation.
18. Customers must always follow Centennial Glen Stables Guide's instructions.
19. Due to the possible risk to your baby, we cannot accommodate pregnant riders.
20. Centennial Glen Stables are unable to accept responsibility for the care, loss or damage to personal items (such as phones, cameras, clothes or keys etc.). All care will be taken to protect such items, but no liability will be accepted.
21. Doubling on horses can be dangerous and is NOT permitted. Strict "One person, One horse" Policy.
22. For safety reasons our group trail rides are conducted for the lowest capability of the least experienced rider.
23. Centennial Glen Stables will endeavour to provide a unique experience for all clients; however safety is paramount. Please enquire about our private sessions for those who are a more experienced and capable rider.
24. Centennial Glen Stables is unable to guarantee that a suitable horse will be available for you on the day of your ride, however every effort will be made to provide you with a suitable mount. Safety is always paramount for horse and rider.
25. Whilst on the ride, the Centennial Glen Stables Guides are there for your safety. It is under their discretion as to whether a rider is capable of more than a walk. Other factors such as track conditions and other participants in the group, can determine the "speed" that is carried out on the trail ride.
26. Centennial Glen Stables will endeavour to always carry basic First Aid Equipment and have telephone/radio contact "Back to Base" on all tours. Majority of staff have First Aid Qualifications. However, this alone does not guarantee a perfect scenario in an emergency situation.
27. Centennial Glen Stables has a "Duty of Care" to all Clientele in every situation whilst on the property. Any horse related activity must be supervised by an employee or volunteer from Centennial Glen Stables.

Thank you for reading these Terms and Conditions.