

ARC Arrival information 2020

- **Please do not come to the centre if you are displaying any symptoms of COVID-19, or have recently been in contact with someone else who is.**
- We have taken every precaution to ensure your safety, but would stress that you use the facilities at your own risk, and you should take your own safety seriously. Always wear safety equipment that is well maintained and up to the current approved safety standard.
- On arrival please park in the main car park area immediately by the main gates.
- If you are part of a group, one person should report to the office/yard to inform us of your arrival and again on departure.
- To protect yourself, other customers, and our staff, please observe social distancing guidelines at all times when at the centre.
- **Please arrive no more than ten minutes before your lesson/hack. If you are early you can always go for a wander down to the beach, otherwise please stay in your car until it is time for your ride. As much as we'd love to spend our usual time chatting to you all, we need to keep things safe for now.**
- The toilets in the indoor school will be open and will be regularly cleaned and disinfected. There is hand sanitizer on the table in there, please use that or some of your own before your ride.
- **We are asking for new registration forms to be filled by everyone returning (it's probably a while since you did one).** They will be on the table in the indoor as well, please pop them in the box once they are complete. There will be scales there too, even if you think you know your weight please just hop on them to check.
- When you are ready, come round to the mounting block on the yard and we will bring out your horse (see Youtube video for a refresher). Parents, please accompany your children. Please try to resist the temptation to wander and say hello to the animals. We appreciate that this will be difficult but for now it is part of the restrictions we must stick to.
- We would ask that customers wear a mask or face covering while they are mounting, and at all times during a Trot-taster ride.
- After your ride please stay no longer than 5 minutes or so, and avoid coming back to the main yard if possible (see Youtube video).
- Please be aware that hacks will be 50 minutes only for now, and will start at five past the hour.
- The office is closed, and bookings will only be taken by phone/email.
- Whenever possible please can you provide your own current standard hat, boots and whip. If you do have to borrow ours please return them to the designated table in the office for us to disinfect.

Thank you for helping us all to stay safe!