

## WILDER WAYS

### ARENA HIRE CODE OF CONDUCT

You may not enter the arena without a prior booking.

Riders and spectators of the Facilities do so at their own risk and Wilder Ways LLP accept no liability. The Facilities extend to the car park, outdoor arena and any equipment used within the arena.

The Rider is responsible for any trainer or additional person they invite to attend during their session(s). Hereinafter the 'Rider' also includes anyone they invite to accompany them.

The Hirer (which extends to any Wilder Ways staff) reserves the right to request the Rider to leave if, in their opinion, the Rider is creating a dangerous situation, mistreating a horse or acting irresponsibly. In this event the Rider must stop immediately and remove themselves and their horse from the Premises.

The Rider must for themselves assess the suitability of the Facilities for their own use.

All Riders under 18 years old must be accompanied by a responsible adult.

The Rider must hold public liability insurance of at least £2 million.

The Rider is responsible for their own Health & Safety and the Welfare of their horse. This extends to safe and appropriate equipment for horse and rider.

The Rider shall ensure their own provision for First Aid.

The Rider is bound by all other policies on the Premises particularly including but not limited to, Biosecurity, Fire Prevention, Privacy and COVID – see Policy Statements for full details. The Premises extend to anywhere on Glen Kerran Farm.

The Rider must not cause nuisance or disturbance to any other person using the Facilities or Premises.

The Rider must obey all signage on the Premises.

The Rider and/or their horse(s) must not touch or interfere with any other horses on the Premises.

Riders are required to remove all droppings left by their horse(s) and return any show jumps and other items to their original position.

All litter should be taken home and not disposed of onsite.

Any breakages must be immediately notified to Wilder Ways.

Any incidents must be notified to Wilder Ways.

Dogs are only permitted on the Premises under strict control and on a lead at all times.

Smoking is not permitted on the Premises.

Any notifications to Wilder Ways should be made at Glen Kerran House, or using the numbers 01586 830 682 (house) , 07826 273 291 (Cara), 07909 791 615 (Nikki) or [adventures@wilderways.scot](mailto:adventures@wilderways.scot)

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## BOOKING TERMS AND CONDITIONS

### BOOKING POLICY

#### Making a booking

To hire the arena all riders need to:

- Complete an online booking form for every purchase.
- E-mail [adventures@wilderways.scot](mailto:adventures@wilderways.scot) for availability and to book a time slot in the arena.
- Read & fully accept the Arena Hire Code of Conduct
- Hold public liability insurance of at least £2M.
- Pay the full amount at the time of booking.
- Arrive and depart within your allocated time slot.

#### Payment options

For all purchases you will be issued with a payment request via our online booking system. This will give you two payment options.

1. By Card via Stripe using the Pay Now button on the booking confirmation, or
2. By Direct Bank Transfer to Wilder Ways, Account number 13766660, Sort Code 80-22-60, using your name as reference.

### CANCELLATION POLICY

The purchase of Arena Hire is non-refundable. However, you may amend the time of your hire up to 48 hours before your session.

In the unlikely event that Wilder Ways cancel a booking, you will be notified at the earliest possible date before the start of your hire and we will provide you with a complete refund, limited to the value your booking with Wilder Ways.

The obligations of these conditions do not apply to force majeure events.



Glen Kerran Farm, Southend, Argyll, PA28 6PJ

Office: 01586 850 682 Mobile: 07826 273 291 E-mail: [adventures@wilderways.scot](mailto:adventures@wilderways.scot) Website: [www.wilderways.scot](http://www.wilderways.scot)

## POLICY STATEMENTS

### COVID-19 Policy

#### Wilder Ways COVID-19 Policy as of February 2021

Following our closure over the winter due to the Covid-19 pandemic we will start a phased reopening as soon as Government restrictions allow. This policy outlines the additional precautions necessary for everyone's safety and well-being.

Our reopening will be scheduled according to the terms of the Scottish Government's most recent update of their strategic framework. Once open, the following procedures will be in place to allow us to manage the risk of infection from COVID-19.

Policy: We have carried out a Covid-19 risk-assessment of our premises and working practice and the following protocols are in place.

1. Please satisfy yourselves that these are appropriate:
1. Do not attend if you are showing Covid-19 symptoms or if anyone in your household is self-isolating due to Covid-19 symptoms or has had contact with coronavirus.
2. We will cancel your booking if any Wilder Ways staff or household member shows signs of Covid-19.
3. We reserve the right to require clients to leave our premises at any time, without refund, if they display Covid-19 symptoms.
4. Please be aware of the COVID-19 amendments to our cancellation policy (see website Terms and Conditions) and check how these will affect your booking.
5. Please wash your hands before you arrive and wear gloves on the premises.
6. Please observe physical distancing of 2m and follow any guidance and signage.
7. Please do not touch any hard surfaces or equipment except your tack and helmet and washing facilities.
8. During the ride you should maintain a horse's distance and ride in file, not side-by-side.
9. For incidents requiring assistance or first aid, staff will wear latex gloves and a face-covering.
10. Hand-washing facilities and alcohol gel will be provided on the yard. Outdoor toilet facilities will only be available when this is permitted by the strategic framework.
11. Staff will prepare your horse. All shared hard surfaces including tack, riding hats, door-handles, light switches and hand-washing/bathroom facilities will be disinfected before your ride and between each client.
12. Wilder Ways staff will wear a face-covering for any engagement with guests that requires a proximity of less than 2m.
13. You may use your own hat so long as it is to a current safety standard (see website Terms and Conditions) Holiday guests staying in Glen Kerran Farm will be fully briefed about our COVID-19 policy on arrival. The following additional items will be required as a minimum.
14. Physical distancing of 2m will be required inside the house.
15. Please leave your outdoor clothes & shoes in the tack-room, in your designated area.
16. Guests will never be required to share a bedroom or bathroom with members of another household, but this may mean that, occasionally, some people will have to stay overnight at alternative, local premises.
17. Antibacterial handwash will provided in every bathroom and alcohol gel available in the bedrooms.
18. In communal spaces, designated seating will be assigned.
19. Wilder Ways will ensure that all communal areas are cleaned and disinfected regularly throughout the day.
20. During pick-ups and transfers within the holiday, you will be required to wear a face-covering which you must provide and use correctly.

How to make CDC approved face coverings: <https://www.wired.com/story/how-to-make-a-cloth-facemask/> & CDC guidance on how to wear a face covering: <https://www.cdc.gov/coronavirus/2019-ncov/downloads/cloth-face-covering.pdf> or How to Safely Wear and Take Off a Cloth Face Covering | CDC

**Updated on 16/02/2021**

## Child Protection Policy

Wilder Ways is committed to their child protection policy that acknowledges their duty of care to safeguard the welfare of children and young people. It will ensure that the practice of such safeguards reflects statutory responsibilities, Government guidance, best practice and the requirements of the Charities Commission.

The policy applies to all adults working in positions of responsibility within the company including partners, paid staff and volunteers.

Wilder Ways recognises that the welfare of children and young people are paramount in all circumstances. Wilder Ways aims to ensure that children and young people have a positive and enjoyable experience in a safe environment and are protected from abuse whilst participating in Wilder Ways' activities. Wilder Ways acknowledge that particular children and young people of any ability, gender and ethnicity may be particularly vulnerable to abuse and aims to take appropriate steps to ensure their welfare.

Wilder Ways will:

- Prioritise the safety and welfare of children and young people.
- Ensure that all partners, staff and volunteers are clear about their responsibilities with respect to the safeguarding of children and young people.
- Ensure all partners and staff complete a 'Child Protection for Equestrians Course'. This is a comprehensive course specifically designed for those in regular contact with children through their work in the equestrian sector. It covers abuse and identifying concerns, legislation and guidance, child protection policies and procedures, working with other agencies, handling allegations and complaints and how and when to make referrals. The course is in line with government guidance and is written in association with the British Equestrian Federation.
- Prevent the involvement of unsuitable individuals in any activity involving young people by the use of Disclosure and the application of best practice in the recruitment of staff and volunteers.
- Keep safe any personal information or records of any safeguarding concerns.
- Immediately address any failure to comply with the terms of this policy.
- Review this policy annually and/or in the light of any changes to relevant legislation or government guidance.

## Quality Policy

Wilder Ways will always work in such a way as to ensure the following:

- To ensure high standards of horse health and welfare (and happiness).
- To implement and maintain a Quality System that meets, or exceeds, current legislation.
- To respond to client needs as in a partnership.
- To develop, resource and continually improve our capacity and expertise within our scope of operations.
- To adhere to our environmental, inclusion and data protection policies.
- To ensure sustained profitability.

Wilder Ways are wholly committed to this Quality Statement and shall conduct regular reviews to ensure its continuing relevance, suitability and effectiveness.

## Environment Policy

Wilder Ways will always work in such a way as to ensure the following:

- Positive impact on biodiversity by considering the interest of protected species and habitats and minimising our impact on natural habitats and species.
- Minimal impact on the trails and the landscapes we ride in - take only memories (and photos), leave only a few hoof-prints.
- Waste is minimised by low paper use in the office, use of recycled or re-used products including all paper, recycling of all waste where possible.
- Energy efficiency is maximised by high levels of insulation in the office, use of low energy appliances, energy efficiency measures.
- Low carbon emissions are promoted by regular vehicle maintenance, use of public transport and sharing transport wherever possible.
- Use of materials with the minimum environmental impact, e.g. cleaning products, equipment.

## Biosecurity Policy

The following policy note is to ensure that biosecurity is taken into consideration at all levels of Wilder Ways operations. These guidelines are in place to safeguard our staff, clients, animals, third parties and the environment from bio-hazards, i.e. the transmission of harmful organisms including pests and invasive plants.

Biosecurity is important when entering any land, or other premises where there is a risk of spreading organisms, including forestry and agricultural land, the natural environment and buildings.

1. Ensure footwear is clean before entering a new site/premises.
2. Clean footwear between sites. Wash off mud, if necessary, using an appropriate disinfectant.
3. Wash hands between sites.
4. Keep all tools and tack clean.
5. Brush mud and dirt off horses prior to riding out and pick out feet.
6. Ensure that all vehicles are cleaned regularly, especially removing mud from tyres and wheel arches.
7. Keep vehicular access to new sites to a minimum and, wherever possible, keep to established hard tracks.
8. Avoid silt or any disinfectants used from entering watercourses.
9. For sites known to be infested by harmful pests or pathogens special provisions may be required to comply with the [National Waste Management Plan](#) for Scotland Regulations (2007) Seek advice from SEPA.
10. Remove and deal appropriately with all rubbish including organic waste such as old hay and feed, hoof trimmings and bandages.
11. Inform all staff and clients about the importance of biosecurity and demonstrate the techniques used to minimise risk. Provide appropriate equipment.

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## Inclusion

Wilder Ways work to encourage inclusion throughout the performance of any tasks and will not tolerate discrimination, e.g. on the grounds of race, sex, age or disability.

## Data Protection Policy

Schedule 1 to the Data Protection Act lists the data protection principles in the following terms:

1. Personal data shall be processed fairly and lawfully and, in particular, shall not be processed unless
  - a. at least one of the conditions in Schedule 2 is met, and
  - b. in the case of sensitive personal data, at least one of the conditions in Schedule 3 is also met.
2. Personal data shall be obtained only for one or more specified and lawful purposes and shall not be further processed in any manner incompatible with that purpose or those purposes. Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.
3. Personal data shall be accurate and, where necessary, kept up to date.
4. Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
5. Personal data shall be processed in accordance with the rights of data subjects under this Act. Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.
6. Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

*Personal data is only held on a single mainframe computer and not transferred onto mobile devices. Personal data may be used for the promotion of Wilder Ways products with permission by the owner. If such permission is not given, personal data is destroyed after the purpose for which it was obtained from the owner. Personal data will not be transferred to any other party unless required by law.*

## Privacy Policy

### 1. Our contact details

- Name: Wilder Ways LLP
- Address: Glen Kerran Farm, Southend, Campbeltown, Argyll, PA28 6PJ
- Phone Number: 01586 830 682
- E-mail: [adventures@wilderways.scot](mailto:adventures@wilderways.scot)
- Website: [www.wilderways.scot](http://www.wilderways.scot)

Deleted: [adventurew@wilderways.scot](mailto:adventurew@wilderways.scot)

Field Code Changed

Deleted: [wilderways](http://wilderways)

### 2. The type of personal information we may collect about you

We currently collect and process the following information:

- **Contact Data** may include your name, address, email address and telephone numbers.
- **Financial Data** may include your bank account and payment card details.
- **Transaction Data** may include details about payments between us and other details of bookings made by you.
- **Technical Data** may include your login data, internet protocol addresses, browser type and version, browser plug-in types and versions, time zone setting and location, operating system and platform and other technology on the devices you use to access this site.
- **Profile Data** may include booking details, your interests, preferences, feedback and survey responses.
- **Usage Data** may include information about how you use our website and services.
- **Marketing and Communications Data** may include your preferences in receiving marketing communications from us and our third parties and your communication preferences.
- **Other and Special Category Data** may include height, weight, gender, medical and health records

### 3. How we get the personal information

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Making a booking with us
- Through our website
- Requesting information or a newsletter from us
- Through our recruitment process
- Providing feedback or interacting with us, including via social media, email, phone calls
- Making a complaint

We also receive personal information indirectly, from the following sources in the following scenarios:

- Travel Agencies or Tour Operators for the purposes of booking a holiday with us on your behalf.

### 4. How we will use your personal data

We use the information that you have given us in order to:

- Process your booking
- Contact you for marketing purposes
- To provide you with our newsletter if you have subscribed

We may share this information with insurance companies, accreditation bodies (i.e. TRSS, BHAA, Argyll Council) or emergency or medical personnel in the event of an incident.

This Notice applies to this website only.

This website may include links to other websites. Once you have used these links to leave our website, you should note that we have no control over the other website(s). We cannot, therefore, be responsible for the protection and privacy of any data you supply to other parties whilst visiting their websites. We advise you to familiarise yourself with the individual privacy notices and terms & conditions for each linked website prior to submitting your personal data to that site.

## 5. Legal basis for using your personal data

We will only process your personal data where we have legal grounds to do so. The legal grounds will depend on the purpose of the personal data collected and its processing requirements.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) **Your consent. You can withdraw your consent at any time. You can do this by contacting [adventures@wilderways.scot](mailto:adventures@wilderways.scot) and submitting a Subject Access Request Form.**
- (b) **We have a contractual obligation.**
- (c) **We have a legal obligation.**
- (d) **We have a vital interest.**
- (d) **We have a legitimate interest.**

## 6. How we store your personal information

Your information is securely stored on our premises and on the cloud and only appointed third parties have access to the data. We will only transfer your data outside of the European Economic Area ('EEA') if it is necessary in order to comply with a legal obligation or to provide our products and services. We keep your personal information for up to 5 years. We will then dispose your information by deleting it from all cloud storage and any local storage, including recycling bins. Any hard copy data will be shredded.

## 7. Your data protection rights

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [adventures@wilderways.scot](mailto:adventures@wilderways.scot) if you wish to make a request.

## 8. The use of cookies on our websites and how you can reject these cookies

Cookies are small files that websites put on your computer hard disk drive or mobile device when you first visit. Think of a cookie as an identification card that is uniquely yours. Its job is to notify the site when you have returned. Many websites use cookies.

Cookies tell us how often you visit our website, which helps us learn what information interests you. In this way, we can give you more of the content you like and less of the content you don't.

Cookies let you store preferences and user names, register products and services, and personalise pages.

Most web browsers automatically accept cookies but you can usually modify your web browser settings to decline or delete cookies if you prefer, this may however prevent you from taking full advantage of our website.

## 9. Changes to this Privacy Notice

From time to time we may change this Notice to accommodate industry practices, new regulatory requirements, or for other purposes. Any changes will be effective when posted and your continued use of this website will indicate your acceptance of these changes. If we make significant changes to our Privacy Notices, we may alert you to these either via a specific 'bulletin' notice on our home page, or by email and/or post.

This Notice was last reviewed and updated on 8<sup>th</sup> March 2021

## 10. How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at [adventures@wilderways.scot](mailto:adventures@wilderways.scot)

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>



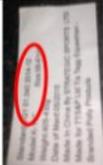
Glen Kerran Farm, Southend, Argyll, PA28 6PJ

Office: 01586 850 682 Mobile: 07826 273 291 E-mail: [adventures@wilderways.scot](mailto:adventures@wilderways.scot) Website: [www.wilderways.scot](http://www.wilderways.scot)



## BHS Approved Centres Hat Rules 2019 v1

Hats must meet ALL of the requirements of one of the following rows:

	Standard and Date	Quality Assurance Mark	Examples		
1	PAS 015 (1998 or 2011)	<p><b>AND MUST HAVE</b></p> <p>BSI Kitemark</p> <p>Or Inspec IC Mark</p> 			
2	VG1 01.040 (2014-12)	<p><b>AND MUST HAVE</b></p> <p>BSI Kitemark</p> <p>Or Inspec IC Mark</p> 			
3	ASTM F1163 (2004a or 04a onwards)	<p><b>AND MUST HAVE</b></p> <p>SEI mark</p> 			
4	SNELL E2001 or E2016	<p><b>AND MUST HAVE</b></p> <p>Official SNELL label and number</p> 			
5	AS/NZS 3838 (2006 onwards)	<p><b>AND MUST HAVE</b></p> <p>SAI Global mark</p> 			

**IMPORTANT INFO FOR CROSS COUNTRY ACTIVITIES:** Only a "Jockey Skull" of an even round or elliptical shape with a smooth or slightly abrasive surface, having no peak or peak type extensions may be worn for any XC activity. Noticeable protuberances above the eyes or to the front, not greater than 5mm, smooth and rounded in nature are permitted. A removable hat cover with a light flexible peak may be used.

**HEAD CAMS:** When hats are tested against the requirements of a standard, they are done so with no extra additions on the hat i.e. with no head cam attached. Therefore, it is currently not known how the addition of a protuberance such as a head cam, effects how the hat would respond during an impact. Therefore, the use of HEAD CAMS are not recommended at any Approved Centre activity. This includes use on the head, chest, bridle or any other part of the horse or rider.

5/1/2020

What Footwear &amp; Boots to Horse Ride In? Advice From The BHS



You are here: [Home](#) > [Advice & Information](#) > [Tack & equipment](#) > [What To Wear](#) > **Footwear & Boots**

## What Footwear & Boots to Horse Ride In?

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**Correct footwear is vital for riding safely, with traditional riding boots or jodhpur boots being the best choice.**

Some riding schools will lend appropriate footwear for lessons, meaning you may not have to buy new gear if you are just starting out. When you are ready to take the leap and buy your own, you will find a range of boots to suit all tastes and budgets in most tack shops.



Boots should preferably have a smooth, through sole and a small heel (no less than ½in high). This means there should be no break in the sole from heel to toe, so there is nothing to catch on the stirrup - otherwise, the rider could be dragged along in the event of a fall because the foot cannot come free. Wellies and trainers are unsuitable for this reason.

There is a current trend towards riding in 'yard' boots. Care needs to be taken when wearing this type of footwear, as they may have a heavy tread that can become caught on the stirrup, which means the foot could become wedged or stuck in the stirrup - a serious implication if you are unseated. Always check that the pattern of the tread is offset, so the tread never goes all the way across the sole. Also, remember the stirrup needs to fit the size of the boot you're using - you may need a larger stirrup for this type of footwear. There should always be up to a ½in gap between the stirrup and the widest part of the foot.

Correct footwear is mandatory for all BHS Assessments and the BHS Ride Safe Award. Trainers and instructors will be able to advise candidates whether their individual footwear is acceptable or not.

For more information, contact the BHS Safety team on 02476 840516 or [safety@bhs.org.uk](mailto:safety@bhs.org.uk).