



INTERNAL RULES AND REGULATIONS - THE ALIA ALASSAF ACADEMY

The purpose of the following document is to outline the rules and regulations of the Alia Alassaf Academy pertaining to all areas of the equestrian center and their relevance to the different types of patrons visiting. These are to ensure everyone's understanding and acceptance of these rules upon entering the site.

HOURS: The Stables are open six days a week: Monday until Saturday 8:00 am – 12.00 pm and 14.00 pm – 18.00 pm (Management reserves the right to close the academy periodically during inclement or severe weather events for the protection of riders and horses or for other reasons at the Alia Alassaf Academy's discretion).

General rules:

- Anyone wishing to practice horse riding at the Alia Alassaf Academy on a regular basis is required to complete an application for registration.
- All riders accept, at registration, to follow all rules and regulations stipulated by the equestrian center. Similarly, any visitor or escort, upon entering the establishment, accept to follow all rules and regulations stipulated by the equestrian center. Your safety is our primary goal.
- The Alia Alassaf Academy is a community. We expect respectful, courteous, and considerate treatment of all members of the community at all times.
- All private staff areas are strictly forbidden to visitors.
- The stables are open to the public only during teaching hours. Any access outside opening hours is prohibited.
- It is strictly forbidden to smoke within the grounds of the equestrian center, this includes all indoor and outdoor areas.
- All patrons must only walk in the equestrian center. Vehicles, including bicycles and mopeds, must be parked in the designated parking areas, ensuring clear access for safety and emergency vehicles if required.
- All gates must be closed at all times except when attended. All visitors must close any gate on the property that they open (locked gates are not to be opened). Gates should only be opened after making a reasonable determination that it is safe to do so.
- All doors must remain closed while not attended including tack room doors, barn doors, hay storage, stall doors and feed room doors.
- Wearing a helmet is obligatory for all riders. No rider is permitted on a horse or pony without a helmet. The Alia Alassaf Academy lends helmets for the first lessons or occasional lessons. However, we recommend the purchase of a helmet adapted to the morphology of the rider as soon as they become a regular rider.
- All garbage goes in the respective garbage and recycling bins located in various areas on the property. Dropping or leaving trash is not permitted.
- Turn off lights in the arenas, tack room, bathroom and stables, when you have finished using them.
- No person may act as an instructor at the equestrian center without specific permission from management.
- The Stable is not responsible for lost or stolen articles.

➤ **The riders code of conduct:**

- I understand that riding at any standard has inherent risk and that all horses may react unpredictably on occasions. I may fall off and could be injured. I accept that risk.
- I understand that instructions are given for my safety and agree to follow instructions given to me at all times by academy staff. I understand that my Riding Instructor will make decisions based on information I give them. I agree to always be honest and volunteer information about: my abilities and riding experience, any previous riding accidents, any medical condition(s) which may affect my ability to ride.
- I understand that wearing an appropriate riding hat and body protector may reduce the severity of an injury should an accident happen. I agree that I will always wear a riding hat while riding and appropriate fitted trousers. Footwear should be long riding boots or Jodhpur boots. I understand it is my choice whether or not I wear a body protector. I understand that for safety reasons I do not wear jewelry when riding or handling horses and long hair should be tied back.
- I understand that if I need to cancel a lesson after the 24-hour cancellation period, I will be charged the full lesson costs. Cancellations can only be made directly with the management, not an instructor, call / text +962 7 95553000. A **No Refund Policy** applies to any riding lesson packages paid in advance. (See cancellation policy)
- I understand that I must be present and ready for my lesson a minimum of 10 minutes prior to the lesson start time. If I have not signed in by this time my space will be opened to allow drop ins and this will be treated as a late cancellation, my class will be not credited or refunded.
- I understand that children are at particular risk around horses and agree that I will keep any children that I am responsible for, under close supervision when they are not being instructed by the Alia Alassaf Academy. I will not enter any stable without assistance from an instructor.
- I understand that my family is always very welcome to help around the yard in any way but only with permission and guidance by a member of our Riding Instructor Team before doing so. To help out at the yard is voluntary and at my own risk. I do not hold the Alia Alassaf Academy responsible for accidental damage or injury.
- I understand that the information I have given will be held confidential but may also be made available to insurers and other concerned parties in the event of any injury or accident.
- I understand that the Alia Alassaf Academy reserves the right without notice to change the assigned Riding Instructor in case of sickness, annual leave, absenteeism, and/other unforeseen circumstance.
- I understand that for health reasons I have adequate personnel accident insurance. Although Alia Alassaf Academy has taken every precaution to minimize the associated risks, horses are still unpredictable animals and I accept that accidents do happen.
- I understand that my child's image/photograph may be used and published in print and/ or electronically online for illustration and other marketing purposes. The Alia Alassaf Academy will never post an image of your child with any personal information such as name or age.



Rules for parents:

- **Please stay outside of the arena** unless you have planned with the instructor to be inside the arena. There is seating provided outside of the arena, and during cold weather, you may go into the covered seating area or the restaurant where it is heated and observe the lesson through the windowed doors.
- **Please do not “instruct” your child during the lesson.** Don't issue reminders to keep heels down or check diagonals. That is why you pay the instructor.
- **Please DO NOT panic if an accident occurs.** This only will frighten the horse AND your child even more than they already are. Cool, calm, rational heads are needed to sooth frazzled nerves. FALLS WILL HAPPEN. There is no way to teach riding without a fall occurring at some point during the rider's career. We will do our best to prevent mishaps, but as with any sport, accidents will happen. Anything can happen at any time with even the best horses and riders. **If you CANNOT accept the fact that your child will, at some point, fall from a horse, then you must find another sport for your child besides riding. It is mandatory to have adequate personal accident insurance and health insurance.**
- **It is important after falling from a horse to remount immediately, if there is no injury.** The instructor will evaluate the situation and request your presence in the ring if it's necessary. Otherwise, he or she will encourage the child to remount the horse, even if it's just to walk around a bit to begin rebuilding confidence.
- **Dress your children properly for riding.** They must have long trousers, long enough so that they don't creep up the child's legs while riding. And long socks over the trousers to help keep the trouser legs in place. Proper shoes and riding helmets mandatory. Dress your child properly for the weather. Layered clothing that can be removed one layer at a time during the ride is helpful. In cold weather, dress the child as if he/she were going to be outside in the cold.
- Learn the routines yourself and be a part of the horsey process. **Ask questions.** If you don't understand what the instructor is trying to do, ask for an explanation. There are absolutely no foolish questions and all questions will be answered to the best of the ability of the instructors and helpers.
- **Please supervise your other children.** Please do not allow them to roam freely around the equestrian center. You must always stay with your children. Keep your children's hands and legs out of the arena. Do not let them climb on the fence. Do not let them feed the horses without permission or without the proper assistance. Do not let them run up and down along the arena. Their play may be mistaken as a “predator” by a horse, causing the horse to become frightened.
- **Learning to ride, like learning any sport, requires time, patience and practice.** Your child won't be ready to jump the second time in the saddle. Everyone learns on a different curve. Some children require more practice and time than others. One of the most wonderful things about riding is that it is a partnership between human and horse, and what matters is that synergy, not whether your child canters before someone else's. The best way you to encourage a successful partnership is to provide a supportive and safe learning environment. **Trust your child's instructor** to do the rest.

Riding School Rules:

- Instructions from the management, instructors and staff of the academy must always be followed. Always be aware and respectful.
- It is forbidden to lunge or loose school in any area other than that designated by management. Lunging and loose schooling it's only permitted in the 20m x 20m arena.
- If having a lesson do not get on until an instructor is in the school or you have been given specific permission by your instructor. Make sure someone knows that you're riding.
- Always wear an approved helmet with a closed chin strap and riding gear.
- When riding, all riders must wear riding boots or jodhpurs or hard soled shoes with a heel, combined with chaps.
- No heavy jewelry may be worn while riding and long hair must be tied back.
- Mount and dismount in the center out of the way of others and always use a mounting block while mounting. Always mount your horse on the left. Always run up your stirrups after dismounting.
- Keep a horse length between you and the horse in front.
- Approaching other riders – pass left hand to left hand.
- Riders at walk, work away from the track.
- Halt away from the track. Do not impede other riders.
- Do not pass slower riders from behind – circle or turn away across the school.
- Warn all riders if you intend to enter or leave the school. Keep the gate closed at all times.
- Return jumps & obstacles to storage after use and clean up any manure.

Safety and stables rules:

- Never enter a stall without permission and never enter a paddock with horses in it, unless you have been properly trained on how to catch/ turn out a horse.
- If you are unsure of what you are doing, ask for help.
- All riding and horse handling is done at your own risk. It is mandatory to have adequate personal accident insurance and health insurance.
- No bare feet or sandals are allowed around horses at any time.
- Horses are not to be left unattended while tied to a fence or at the washing area.
- Clean up after yourself and/or your horse. This includes common areas, such as wash stalls.
- No messing around at the stables. This includes running, shouting, throwing projectiles (rocks, dirt, clods, etc.), waving objects, wrestling, climbing fences/gates, fighting and chasing.
- Guest of students (parents, siblings, and friends) are asked not to enter arenas, turn-outs, or stalls and remain a respectful distance from the horses, when they are being moved outside of these areas.
- If you borrow something please return the item to where it belongs.
- Keep all barn and arena gates closed at all times.
- Absolutely no smoking or open flames are permitted in the stables, or anywhere on the premises.
- Young children must be supervised. Never stand behind or go under a horse.
- No abusive, threatening, or violent behavior towards people or animals will be tolerated on the premises.

Rules for spectators:

- Instructions from the management, instructors and staff of the academy must always be followed.
- Absolutely no unauthorized persons to enter the school for any reason without the express permission of the instructor in the school. This includes parents of children participating in lessons.
- Please do not stand at the school fence or gate to watch lessons. Doing so may distract both riders and horses and may cause an accident.
- Please refrain from giving either advice or encouragement to riders in the school. Either can distract or startle horses and riders.
- Absolutely no smoking in or around the school at any time.
- Dogs must be kept on a leash at all times.
- Do not allow children to run, shout, play near the school or on any equipment.
- A frightened horse may not be under the rider's control. Stay clear. Caution is advised.
- Do not walk on the gallop track.

Rules for handling horses:

- The visitors and riders of the establishment must take care not to approach the horses while displaying abrupt and sudden gestures that can frighten them. Do not to feed the horses without authorization.
- Do not remove a horse from a stall or paddock without staff permission.
- When exiting a stall with a horse, open stall door fully. Latch door completely open.
- Always use a halter and lead line when moving horses.
- Keep a safe distance between horses (horse length).
- Remove your halter from cross ties prior to leaving the grooming station, wash pit or stall. This is for the safety of the horse and it is respectful to the shared space.
- Horses are to be tacked, washed or groomed in the grooming stall or wash pit only. Do not groom or tack in the stable aisle. If there is no room in the grooming stalls or washing pits you can tack up the horse in the horse stall.

Complaints procedure:

Policy Statement

If you are unhappy with the service or treatment you (or a horse) have received at Alia Alassaf Academy, you have the right to lodge a formal complaint. (Please see below for 'filing a complaint' procedures)

Your complaint will be investigated and you will be given a full and prompt response.

If you are unhappy with any aspect of your interactions with Alia Alassaf Academy it is important that you let us know as quickly as possible, so we can address the problem, assure you we are taking your complaint seriously and where possible prevent escalation of the issue. If it is not possible to speak to the relevant person immediately, ask the office to organise an appointment. (Office contact number **+962 7 9555 3000**)

We find most issues can be resolved without the need to file a formal complaint and would urge having an informal chat with the relevant member of staff first, to resolve any minor issues.

Filing a formal complaint

(Please note the office is unable to resolve complaints, bar those related to office administration, and is therefore only be involved in ascertaining who it is you need to speak to and organising a mutually convenient appointment.)

If, after your informal chat or appointment you do not feel the issue is resolved and you would like to proceed with filing a formal complaint, please follow the steps below:

- 1) Put your complaint into a written format (hard copy or email). Please include as much detail as possibly, such as dates, times, who (including horses if relevant) was involved, who may have been a witness, etc. so that a thorough investigation into your complaint can be take place.
- 2) Email or deliver your written statement to the business owner: Bianca Gilde at **alia.alassaf.academy@gmail.com**.
- 3) You will receive a response to your complaint within one working week after submission. This will be a formal written response and may be supported with a verbal explanation/reassurance if appropriate.

Please be assured that at **Alia Alassaf Academy** we take any customer complaints extremely seriously. We feel that if it is important to you, it is important to us and we will do everything in our power to resolve the complaint quickly and to your satisfaction.

I HAVE READ AND FULLY UNDERSTAND THE AFORESAID RULES. I ACCEPT AND AGREE TO ABIDE BY THEM AT ALL TIMES. I UNDERSTAND THESE RULES ARE AMENDED FROM TIME TO TIME AND WILL BE RESPONSIBLE FOR MY FAMILY’S AND GUESTS’ AWARENESS AND COMPLIANCE WITH THESE RULES.

NAME IN BLOCK CAPITALS

SIGNATURE

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DATE