

Statement to Customers on Coronavirus (COVID 19) Protocols

We will be re-opening the Equine Therapy Centre at Moulton College as of Wednesday the 3rd June, however in order to ensure the safety of all of our staff and clients we will be adhering to the Government's recommendations in relation to Social Distancing and will therefore be implementing some new protocols as detailed below:

- The Equestrian Centre Office will be CLOSED to all clients - please ensure all bookings and payments are made by telephone.
- There will be no access to catering or toilet facilities at Moulton College at this time.
- We are routinely disinfecting all gate handles, gates, door handles, fence rails, tack and equipment.
- If required there is a hand sanitiser station immediately outside the Therapy Centre doors
- In the event that a booking needs to be rearranged due to a client experiencing symptoms related to Coronavirus **there will be no cancellation charge** and bookings can be deferred as required.
- ON ARRIVAL please unload your horse in preparation for their session no earlier than 10 minutes before their booked session time.
- The Horse Preparation Area is closed at this time so please prepare your horse at home or at your lorry/trailer. **Please ensure your horse is clean and ready for their session with feet picked out and scrubbed; ideally with their tail already bandaged.**
- A member of the therapy team will collect your horse from the lorry/trailer with a Moulton Equine Therapy Centre leadrope, so please make sure your horse is wearing a headcollar under their bridle (if using one) and wait at your vehicle until a member of the team approaches you.
- If your horse requires tack/equipment for their hydrotherapy session, please ensure that you have your own and have fitted this yourself.
- Clients will not be permitted in the Equine Therapy Centre and are asked to remain in their vehicle for the duration of the session.
- In the event it is deemed absolutely necessary, **one** individual may accompany the horse into the Therapy Centre and the following additional protocols apply:
 - 👉 Clients are asked not to touch any equipment, door or gate handles while in the Equine Therapy Centre and will be asked to remain standing for the duration of the session.
 - 👉 Clients must observe the 2 metre social distancing guidance and stand in the designated safe areas (clearly marked).
 - 👉 Clients will not be permitted to stand on the mezzanine level of the aqua-treadmill.
- At the end of the session one of our therapy team members will deliver your horse back to your lorry/trailer where they can debrief you on the horse's session.

Thank you very much for your cooperation in adhering to these measures.

Best wishes and stay safe,

The Equine Therapy Team

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