



CLWYD SPECIAL RIDING CENTRE RE-OPENING FAQS – JANUARY 2022

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ABOUT THE CENTRE

What is the latest update on the Centre's re-opening plans?

The Centre has made good progress with its phased re-opening plans following the temporary closure in March 2020 because of the Covid-19 pandemic.

As of January 2022, we are offering the following sessions:

Monday afternoon: Carriage Driving sessions

Tuesday morning: Hope Mountain RDA Group riding sessions

Wednesday all day and evening: CSRC RDA Group riding sessions

Thursday morning and afternoon: CSRC RDA Group riding sessions

Friday morning: Hippotherapy

We are closed Saturday and Sunday.

We constantly review how we can safely run sessions in line with Welsh Government and RDA guidance. Changes in social distancing requirements can impact our ability to support riders that require close contact. When risk assessing the running of sessions, we not only take into account the welfare of our participants, but that of our staff and volunteers too.

Are there any changes to the CSRC staff?

Since our last update in January, we have welcomed these new members of staff:

- Ben Read as Equine Manager
- Tracey Holliday as Volunteer Coordinator
- Georgia Webb as Groom
- Shelley Pierce as Groom

We are in the process of appointing a Fundraiser and Operations Director.

VOLUNTEERING

Can I volunteer at the Centre?

New volunteers are very welcome! The Centre cannot run without volunteers. We can offer a variety of volunteering opportunities for people aged 14 and over. Please contact the CSRC office for more information or email our Volunteer Coordinator, Tracey Holliday at: Volunteering@clwydspecialridingcentre.co.uk.



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I am an existing volunteer and would like to come back.

If you feel now is the time to return, then please contact the office or email Volunteering@clwydspecialridingcentre.co.uk.

RDA SESSIONS

When can I start back with mechanical horse and CELT sessions?

Our Mechanical Horse sessions are up and running. Our former CSRC team members, Sally and Casey, are now offering sessions through their own company – *Partners in Equine*. Anyone interested in mechanical horse sessions should contact CSRC's main office or email CELT@clwydspecialridingcentre.co.uk. We hope to have ground based, equine therapy sessions running soon.

Is carriage driving running again?

Yes. Carriage driving is back up and running on Monday afternoons.

Is Hippotherapy running again?

We are pleased to be offering Hippotherapy again! Our new therapist, Lucy Brookes will be running sessions on a Friday. Lucy is contacting previous Hippotherapy clients and taking new enquiries. If you are interested in Hippotherapy, please contact the main office for more information.

When can I start back with vaulting?

We do not have a re-start date for Vaulting yet but will keep you updated as soon as we have more information.

When can I come back to riding?

The CSRC RDA Group has re-started some very small sessions. These sessions are going well. Unfortunately, not all our volunteers feel comfortable to return just yet, so we are limited to the places we can offer.

Hope Mountain RDA, The Tuesday Team, are back up and running from 1st February.

How much notice will you give me before I can restart?

We will aim to keep in touch regularly with all our RDA riders. However, if an opportunity arises for a lesson, you might be offered a chance to ride at quite short notice.

Will there be any additional paperwork to complete before I can return?

Yes. All returning participants will need to complete a new application form and come into the Centre for a re-assessment before attending their first session. This does not mean you start again on our waiting list; it is to ensure we have the correct information about you. When we are ready to do so, we will be in touch to discuss next steps.

Who decides who can restart riding?

All our RDA coaches who know their participants well will be making these decisions with added support from the CSRC Head Coach. The availability of our volunteers, horses and ponies will also influence who and how many participants we can support.

I am not ready to return yet, will you hold my place?

We would reserve the right to offer the place to those who are ready to return. However, we would certainly look for suitable options once you are in a position to come back.

I need lots of help when I ride, when can I come back?

This will all depend on how and when the social distancing rules are relaxed. We also need to ensure we have the right level of volunteers required to support each session.

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I need some help and support to mount/dismount, will that be possible?

We use our hydraulic platform to aid mounting and our volunteers will assist with dismounting, adjusting girths and stirrups and side walking – in line with social distancing guidance.

When will special school groups be able to return to riding?

We will work with schools to agree when they would like to return.

What is your riding and carriage driving weight limit?

Our riding weight limit is 12½ stone / 79.4kgs. For carriage driving, 15 stone (inc. wheelchair if used). Anyone over that limit will be considered for mechanical horse sessions as an alternative or as part of a plan to return to riding.

Are there any alternatives to riding that I can consider?

Our Mechanical Horse sessions are up and running. Our former CSRC team members, Sally and Casey, are now offering sessions through their own company – *Partners in Equine*. Anyone interested in mechanical horse sessions should contact the CSRC main office or email CELT@clwydspecialridingcentre.co.uk. (See answers below on CELT and Mechanical Horse).

Can my family, carer and friends watch me ride?

Providing social distancing is maintained, one or two people could watch, keeping correct social distancing and wearing face coverings.

NEW PARTICIPANTS

Are you accepting new participants?

Yes, we are happy to accept new applications. Please contact the office for more information.

I have been on the waiting list for a long time; how much longer will I have to wait for a place?

We have been in touch with virtually everyone on our waiting list to discuss their application. If you have not heard from us, please contact the main office.

CENTRE FOR EQUINE LEARNING AND THERAPY (CELT)

Are you running ground-based/horse care sessions through CELT?

We will be running ground-based sessions again once we have a full equine team and volunteers back in place. When we are ready to do so, *Partners in Equine* will be in touch to offer participants a place and to discuss next steps.

MECHANICAL HORSE SESSIONS

Are there any alternatives to riding that I can consider?

Our Mechanical Horse sessions are up and running. Our former CSRC team members, Sally and Casey, are now offering sessions through their own company – *Partners in Equine*. Anyone interested in mechanical horse sessions should contact CSRC's main office or email CELT@clwydspecialridingcentre.co.uk.

I would like to try riding on the simulator before a live horse, will that be possible?

Yes. Our Mechanical Horse sessions are up and running. Anyone interested should contact CSRC's main office or email CELT@clwydspecialridingcentre.co.uk.



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COVID MEASURES

Why do I need to sign in when I come to the Centre?

In case someone tests positive for Covid 19 after attending a lesson at the Centre, in which case we will need to contact everyone there at the time. The Centre has a QR Code that allows you to book into the Centre as part of the NHS Track and Trace app.

Can I wear a mask or face covering while riding?

The government advice on face coverings and guidance from RDA is constantly being reviewed. Please ask your Coach and look at signage around the Centre for the latest advice.

What measures have been put in place to keep everyone safe?

- CSRC has a Covid policy in place which is displayed around the Centre. The Centre's facilities and busy areas are cleaned on a regular basis.
- A one-way system has been set up.
- The Centre has a QR Code that allows you to book into the Centre as part of the NHS Track and Trace app.
- Everyone will be required to use the hand sanitiser provided on the way in and out of buildings.
- All tack is cleaned between riders and all riders will be asked to wear their own hats and a clean pair of gloves on each visit. If you do borrow one of our hats, it will be disinfected between every rider.
- Numbers of people present at any one time will be kept very low.

Why do I need to wear clean gloves when I ride?

This is necessary to avoid any risk of the transfer of the virus from you to another rider using the same reins / tack.

If I can't ride yet, can I come and watch?

We will not want people to come to the Centre to watch, at least in the short term because we need to keep numbers visiting as low as possible to reduce the risk of transmitting the virus.

What happens if there is a surge in Covid cases?

It is possible that the Centre will have to cancel lessons again if this happens. We will follow Welsh Government and RDA guidance should this happen.

What should I do if I restart riding, and then get Covid symptoms?

Please do not come to the Centre if you have any symptoms. Inform us immediately and follow the Welsh Government's current guidance on what to do.

Can family members/carers support me in my session?

Help can only be given by a family member from the same household or a carer, after undergoing training.

Can ponies and horses catch Covid?

No, there is no evidence that they can.

Can ponies and horses spread Covid?

According to the [World Organisation for Animal Health \(OIE\)](#) the current spread of Covid-19 is a result of human-to-human transmission, and, to date, there is no evidence that companion animals play a significant role in spreading the disease. To date, there have been no reports involving horses.



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PAYING FOR SESSIONS

Are prices going up?

Prices will be reviewed in April 2022 to reflect any increase in line with inflation.

Can I pay for my lessons when I come to the Centre?

No, all lessons must be pre-paid per half term. There will also be no refunds for missed lessons.

I've been told I need to self-isolate, will I still be charged for the session I've missed?

It is CSRC's policy that if a participant cancels, then they still need to pay for the session. If CSRC cancels the session we would deduct the amount from the following half term's fees.

RIDING HATS

Can I still borrow one of your hats?

Whilst we can disinfect our hats between riders, this will be a difficult process to control effectively as the Centre becomes busier. Participants may prefer to buy their own hats, ensuring that the hat is of current RDA standard (see guidance below or notices around the Centre).

I want to invest in my own riding hat, what should I buy, where from?

Please do not buy a hat off the internet without having it properly fitted! A badly fitted hat can be harmful.

Please go to a specialist shop where a trained staff member can measure you for the correct size, or a shop registered with BETA (British Equestrian Trade Association). RDA guidance on acceptable riding hats can be found on their website: [Riding-For-Disabled-Association-Hat-Guidelines-2019.pdf \(myrda.org.uk\)](#)

HOLIDAYS

Are you taking RDA Holiday bookings?

Please contact the office if you are interested in booking an RDA holiday with us. We are taking bookings for 2022 and 2023.

Can I hire out your holiday accommodation for a private holiday?

Yes. Please contact the office for more information. A leaflet can be downloaded from our website here: [Ty Gwyliau Holiday Let | Clwyd Special Riding Centre](#)

Can I bring my own horse on holiday and hire out your accommodation?

Yes. Please contact the office for more information.

GENERAL

Can I come and visit my favourite pony?

We are not able to arrange visits at present but hope to organise some open days/events when it is safe to do so.

Can I adopt/sponsor a pony?

Yes. All our horses and ponies are available for adoption - £10 for 12 months or to sponsor from £250 upwards. Please contact the office if this is something you are interested in.