

## **Freedom Saddlery - COVID-19 Protocols MAY 2020**

**ALL CLIENTS ARE TO READ AND AGREE TO PRIOR TO APPOINTMENT.**

### **Clients Travelling to our Premises**

As of 18 May we will see clients from England or Wales if they are concerned as to the welfare of their horse due to saddle fit. As lockdown relaxes over time we will be happy to welcome all who would like an appointment.

The car park will be quite empty but please ensure you park away from other vehicles. Clients will be directed to stay within the immediate area of their horsebox/trailer until the arena is available for their fitting appointment.

### **Pre-Visit - Recommendations**

**PLEASE BOOK ON THE ONLINE BOOKING SYSTEM - [click here](#)**

1. If anyone in your household is vulnerable and shielding please do not book until it is safe to do so.
2. If you have a temperature or a dry cough or have been in ill in the previous 14 days please do not book until you are out of the isolation period.
3. If you are self isolating due to travel or family members being ill please do not book until it is safe to do so
4. Please call on arrival for the gate to be opened for you (Whitegate Farm 07921227241)
5. For offsite appointment please ensure gates are opened on my arrival and it is a quiet time on the yard
6. Please sanitise you hands prior to arrival/getting out of your lorry/car and prior to leaving
7. I will sanitise my hands, wear gloves if appropriate, wear a mask when in close proximity and change overalls and disinfect equipment and footwear on leaving.
8. Social distancing is a legal requirement during the appointment.
9. Please tie up your horse for templating etc and stay a safe distance away.

- 10.If you are unable to mount your horse without assistance you must ensure someone from your household accompanies you to assist you.
- 11.I will not be visiting more than two yards per day
- 12.Payment - ideally payment should be made in advance account 19743696 sort code 60-24-77 Ref - your name. The cost is £60 plus £25 if an additional saddle plus diesel cost (75p per mile one way to your location from LL12 9RW) .
- 13.If however if you incur any additional costs incurred this can be paid in in cash as long as it is counted out and placed in an envelope Visits to Whitegate Farm - any person with you must be from your household and their name given.
- 14.If you or the person attending with you develop symptoms within 14 days of attending the appointment you MUST notify Freedom Saddlery of this. Equally if Steph Bradley develops symptoms in the two weeks following you will also be notified.
15. First aid qualifications: I am a qualified First Aider and insured.

A further conversation should be had the day prior to your visit if there is a problem - ie you or anyone you have been in contact with in the past 14 days has developed symptoms.

The fitting fee will be paid in full, on the advice that this will **not** be refunded should the appointment be cancelled or terminated due to unsafe conditions ie misbehaving horse, or client unable to socially distance

I shall travel alone to and between clients' premises. Stops en-route should be avoided other than to re fuel their vehicle and collect essential supplies and a note of these stops should be made to enable contact tracing if necessary. Wherever possible, travel should be planned to minimise stops that need to be made.

Vehicles will be washed and cleaned regularly and paying attention to handles and contact areas such as steering wheels, gear sticks and indicators.

We trust you appreciate these protocols - they are for you, your family and my own safety. Please respect that appointments may take a little longer to ensure protocols are met.

Thank you.

Freedom Saddlery

