

Client advisory notes for all appointments

During the Coronavirus Covid-19 pandemic we must ensure they are protecting ourselves and you, our clients, by introducing a different procedure to their fitting process. This will ensure we are taking social responsibility to minimise the risk of spread of infection.

The health and safety of our saddle fitter, our clients and the horse are our main priority and must not be compromised at this time.

What we expects from you:

- Full and open risk assessment, this will either be taken at the time of booking or a few days prior to your appointment
- Clear directions to your location if we have not been out to you before
- Suitable parking facilities
- A clean, calm, and well-behaved horse, who is content to be handled by someone other than their usual carers
- A safe, quiet area, ideally outside, where the horse can be comfortably tied up
- Thoroughly cleaned tack and equipment; we will not be able to continue your appointment if your tack has not been cleaned prior to the appointment, and you will still be charged
- For you to be wearing a face mask/shield
- For you not to touch any of the our equipment unless invited to do so
- For you to observe social distancing always and respect the space required by our saddle fitter to carry out the fitting assessment
- For you to ensure that if others are present on the yard at the time of your appointment, that they also observe social distancing measures and allow us the space required to complete your appointment. We will not be looking at additional horses unless this has been specifically booked in prior to our arrival.
- Payment by a contactless method such as card or BACS. If by payment is made by cash, then please count it out in front of the saddle fitter and then place in an envelope before handing it to us
- To notify us if you experience any symptoms prior to our visit. The appointment will be then postponed and rearranged for a later suitable date.
- To notify us should you develop symptoms within 14 days after your appointment with us

What you can expect from your saddle fitter:

- Your saddle fitter will take all precautions to observe hygiene procedures: cleaning all appropriate surfaces, and disposing of all cleaning materials and used PPE
- Your saddle fitter will wear appropriate PPE. This may include a face mask and/or shield, fresh gloves, coveralls, and eye protection. We will also wash our hands / use sanitiser upon arriving and leaving your yard
- Your saddle fitter will not touch anything that is not necessary as part of the fitting assessment
- Your saddle fitter will observe social distancing throughout the appointment
- Your saddle fitter will modify their fitting protocols as per Society of Master Saddlers (SMS) guidance so that social distance may always be observed. If closer inspection is necessary when you are mounted, your saddle fitter may move closer than 2m to you in order to gain access to your saddle, this is possible because they will be wearing PPE. However, such proximity should be maintained for a total of 15 minutes during the appointment

- If symptoms occur prior to your appointment we will notify you immediately and the appointment will be postponed and rearranged for another suitable day or with another saddle fitter
- We will also notify you should your fitter develop symptoms with 14 days following your appointment.

Important Information:

- If we feel that safety may be compromised by continuing with any part of the appointment that section will be omitted. We will record any section of our process that could not be carried out. By proceeding with the appointment, you are agreeing that you are happy with this.
- Appointments will be confirmed the day before to ensure circumstances have not changed. If the appointment is not confirmed, the appointment will not go ahead
- Any deposit/payment for the fitting/travelling fee if taken is not refundable, however it may be transferable should the appointment be cancelled the day before
- Any deposit/payment for the fitting/travelling fee if taken is not refundable should the appointment have to be terminated on the day because our fitter feels that safe practises cannot be maintained, or if the appointment is cancelled on the day before the appointment for any reason other than suspected coronavirus risk

