

GUIDE TO LIVERY



**We love having livery horses at the stables.
It makes it a real community of people and animals.**

With the rest of our business growing it's time to review how we handle this new complex situation.

And the costs, responsibilities and demands placed on us.

We want our owners, customers and ourselves to have the best experience possible.

And all the horses here to have the best care possible.

So we've reviewed everything we do here and produced this guide.

Hopefully it answers a lot of the questions and will tidy things up for everyone who enjoys being part of Ranch Siesta Los Rubios.

LIVERY – WHAT IS IT?

Your livery fee includes

Stabling
Turnout up to 3 times a week
Mucking out twice a day
Hay
Straw
Alfafa (normal portion)
Hard feed (normal portion)
Water

BENEFITS OF LIVERY

We look after your horse's basic daily needs so that you don't have to – food, water, shelter & fresh air.

All the other aspects of horse care and handling are the owner's responsibility unless you take our extra services.

You can get lessons and clubs **at HALF PRICE**. This is something we have introduced to our liveries to encourage progression with your horse. However **this applies only when riding your own horse.**

If you ride our horse then the charge is full price.

This is because we have to include the costs of care, upkeep, shoes etc and not being able to use the horse for another paid activity/customer. We hope you understand.

PRICING

In the last 2 years our water, electricity and insurance costs have increased substantially (as you all probably have felt in your homes).

The cost of feed, hay and straw has also increased by a huge amount and removal of waste (shit!) from site is very expensive, but we have not increased our prices in all this time.

Unfortunately we now need to change that and charge more to cover our costs.

We are staggering this price increase over 5 months and comparing to others in the area we have kept prices as competitive as possible.

All fees should be paid on time on the first of the month.

Cost from Sept 1st 2017

325 euros/month

Cost from Jan 1st 2018

350 euros/month

EXTRA SERVICES

Sometimes, if you're ill, busy or on holiday, you might need an extra helping hand with your horse.

We are happy to offer these services where we can. Please ask for prices for the support you need.

- Lunging of your horse
15 euros 30 minutes
- Training/schooling your horse by instructor
25 euros 45 minutes
- Bathing and grooming
- Horse walker (coming in winter 2017)
- Design of a 5 session personal schooling programme for you & your horse to follow 20 euros
- Putting rugs on and off for you
- Medical care
cost of medication and application time, please ask
- Clipping
- Extra turnouts during the week
- Shavings not standard straw bedding
- Extra alfalfa, supplements or feed for your horse's needs
- Accompaniment for vet visits
- Worming and vaccinations

DAMAGES

If your horse damages the stable doors, fencing, electric fence, stabling structure, pulls rings from walls or breaks their water supply then the costs of fixing this will be chargeable.

It's not an expense we can continue to bear ourselves.

We strongly suggest that all liveries have insurance for both your horse and public liability in case it injures someone on site or itself or the facilities here.

CANCELLATIONS

Due to the number of last minute cancellations and no-shows (incouding from livery clients) we have to sadly impenent a new policy. **We often arrange our schedules and turn other full paying people away to accommodate livery bookings.** It's too detrimental to the business to not now have a cancellation policy

Any activities booked and cancelled within 24 hours of the planned time are fully chargeable. We still have to pay instructors who drive here to give you a lesson and rearrange their days (and pay for childcare) to deliver your lesson.

Cancellations of hacks may also incur a charge, at Caroline's discretion.

Groups/activities booked privately for 3 or more people (whether livery or not) may be asked to provide a 50% non refundable prepaid deposit for their activity.

LABELLING

If there's a chance your stuff might get mixed up with ours (when hanging out to dry etc) then please try and label it for identification.

There are companies that sew names on numnahs but you can also just stick a sewn on label on things, or write on your kit and inside your rug!

ENDING YOUR LIVERY

We require 4 weeks notice of intention to stop your livery with us.

GUIDE TO HAVING A HORSE ON LIVERY

MEDICAL CARE & SHOES

If we see something of concern whilst looking after your horse each day we will of course contact you to alert you so you can decide the best course of action for your horse.

Vets and blacksmiths and specialist services need to be booked and appointments attended by yourself.

Please bear in mind that times given are approximate as they cannot anticipate how long previous appointments might take..... **given our experience we advise you allow at least an hour either side (bring a book)!**

Please call to arrange a visit for your horse & be on site to prepare the horse and return it to its box when Paco/Rafael are finished. Don't rely on someone to be here for you.

Please also pay them direct.

Caroline will let you know if Rafael is coming to site to do any of the school horses but you should arrange to be with your horse and pay for shoes yourself at this time. We can't guarantee we will be here to look after this.

VET

We have always used Paco as our equine vet. But you are welcome to use anyone else that you prefer. Please ask for his number to save in your phone.

Please call to arrange a visit for your horse. He is often attending to horses so not able to answer calls. It may be easier to text him what you need especially if your Spanish is limited. We recommend google translate to send a message in Spanish!

BLACKSMITH

We use Rafael as our blacksmith. But you are welcome to use anyone else that you prefer. Please ask for his number to save in your phone.

HOW TO LOOK AFTER YOUR HORSES HEALTH

We want all the horses here to have the best care and love.

This is our guide to keeping your horse in the best health.

- We recommend your horse is shampooed/bathed once a week for the best skin care possible especially in the summer when flies and dust cause problems
- In winter the full wash should be every other week as chemicals remove the protective barrier from the skin and can cause problems
- You can shower the horse every day, especially the mane and tail
- A good groom should be done ideally every day and certainly before you ride to keep your horses skin in best condition
- Groom should always be done before a bath
- A full groom should take between 30-40 min including feet care
- Check feet for issues and pick them out every day
- Check your rugs every visit and sew up any rips (don't leave them lying around the site as they can get damaged or lost)
- Wash your rugs at least once a week
- Shoes are likely to be needed every 6-8 weeks but please check for overgrown feet, loose shoes and foot health every time you visit

GROOMING KIT

Grooming kit should include

- Rubber Curry comb
- Long soft dandy brush
- Body brush
- Hoof pick
- Eye pads or baby wipes
- Hoof dandy brush
- Hoof moisturiser or oil (olive oil or any other)
- Tail and main conditioner

FIRST AID KIT

Horses get knocks, kicks, injuries, fly bites etc. We expect all liveries and full loaners to have a first aid kit **on site** in order to deal with these properly.

Please mark the box with your horses name so Caroline can access it if necessary to treat your horse in emergencies.

WE RECOMMEND ALL LIVERIES ATTEND OUR TWO HOUR HORSE FIRST AID COURSE TO LEARN ABOUT THE BEST WAY TO TREAT YOUR HORSE.

What should be in your first aid kit as a minimum :

1. Phone number of your regular vet
2. Roll of cotton wool
3. Self-adhesive bandage (vet wrap)
4. Gauze pads(large)
- 5 Cotton pads
6. Duct tape
7. Stable bandages and set of fiberglass
8. Scissors(small and straight rolled ends)
9. Rectal thermometer (digital)
10. Surgical scrub and antiseptic solution (bethodine wash or hibi scrub)
11. Wound ointment (silver spray, sudocream, iodine)
12. Eye wash
13. Latex gloves
14. Clean towel
15. Epsom salt
16. Animalyntex poultice

Please ask us if you need specific advice on getting any of these items. But most can be purchased from Agrojardin or a pharmacy.

SWEET ITCH

If your horse suffers there are ways to treat your stable, protect the horse physically (rugs), use supplements and ointments to keep flies away, follow a good grooming/bathing plan and apply topical treatments for bites and bald patches. You need to start early in Feb/March. Please ask us for advice to keep your horse happy not itchy! We really recommend SNUGGY HOODS as the best sweet itch rug for most horses. Look out for clearance sales in the autumn / winter up to 70% off.... www.snuggyhoods.com

BEING PART OF THE STABLES

Please help us to create a warm, family friendly and safe environment by observing at all times these simple rules

- NO SMOKING anywhere on site, ever
- NO SWEARING or bad language
- NO ALCOHOL on site
- NO SHOUTING or raised voices, to people, kids, dogs or horses!
- NO RUNNING
- NO flip flops and open toed sandals or shoes around the horses
- NO using other people's stuff without asking
- NO DOGS to be brought to the stables

Please :

- Be kind and friendly to everyone
- Try to keep this as a peaceful, positive haven – no “bad day” stories
- Be helpful but don't give unsolicited or uninformed advice
- Clear up after yourself & put things neatly away before you leave
- Poo pick up after your horse
- Safety problem? Have a quiet word, don't bring it to everyone's attention
- If you have a question please refer to Paulina or Caroline for advice

ACCESS / OPENING TIMES

The stables are mucked out usually between 6.30 and 9 am every day.

The horses are fed around 8 am ish and ideally need at least an hour after being fed to let their food settle before exercising to avoid discomfort and colic.

If you don't want your horse fed because you want to exercise them early, please let Caroline know to leave their food for you to give to them instead.

Typically activities can start here at 9 am.

You're welcome to use the school even if a lesson is taking place – it's big enough for two useful exercising areas (except if a jumping class is taking place). Remember to pass other riders on the correct side and be aware of nervous beginners on horseback and new horses.

If your horse is not spooky and will exercise anywhere then we are creating a second smaller exercise area next to the horse walker where you will be able to do 20m circle schooling. We are saving to have it surfaced with more sand.

We also have the lunging ring available for lunging your horse so you don't necessarily have to use the school.

PLEASE ensure you put back our lunging equipment properly in the correct place after use.

Depending on the time of year the times the horses are fed and stabled in the evening varies, but in the winter this is around 6.30-7.30 pm (after dark). So this is our effective closing time.

If in doubt please ask us.

Please remember to close the gates after you leave the premises (on a hack or when you go) and check you have tidied everything away, swept up any poo, washed up, emptied fridge of your old food, etc.

Please don't let the dogs out when you're here.

SAFETY & TIDINESS

CHILDREN

Under 16s cannot be on site unaccompanied by an adult. This applies also to being in the pista/school. There must be an adult with a mobile phone (charged) on site in case of emergencies.

If there are other children at the stables please **ensure they are not running around and are supervised at all times**. The stables can be a dangerous environment. We really want to practice **SAFETY FIRST** here.

It's especially important that they know not to flap things, move suddenly, run or shout when at the side of the school as they may frighten horses.

Please be aware that whilst you may be a good rider on a predictable horse, there are always beginners and nervous horses around. Everyone needs to be aware and put others' safety first – no riding bikes, revving engines, dragging things, loud noises, sudden movements, flapping things etc around horses or the school.

GENERAL SAFETY

Don't walk around the back of horses particularly those you don't know.

Always give horses enough room when walking or riding them past each other.

Walk horses down and from the pista / schooling area.

Make sure you turn off any electric fencing and reconnect it when you are done.

Be **gentle, calm, softly spoken and slow** around horses. They get tense when you are tense!

We try not to have horses in the school but sometimes they are there on turnout.

Please move any horses turned out and tie them safely at the top first and return them when done

If you put something in the fridge, make sure you label it and remove it when it's old! We are always finding rotting food in there and half empty bottles of water. Please put your name with a marker pen on water bottles.

Wash up and clear up after yourselves. With so many people here we can't do it for you! Put your rubbish in the bins provided.

If you see something broken or needing our attention, please bring it to our attention!

NEW IMPROVEMENTS FOR LIVERIES

LIVERY ROOM

We have put a table and chairs for a relaxation area at the top stables. You may want to move your tack and things to the top tack room also once we have put secure locks on and done a few more upgrades. It won't be alarmed however.

And of course you're welcome to get your horse ready there any time and use the shower if you'd like to do so in a relatively quiet area of the stables!

WASHING MACHINE

We are looking into getting a washing machine plumbed in to use so you don't need to take your dirty stuff home. There will be an honesty box for using it - **3 euros per load** - to cover the machine, detergent, water and electricity. We will let you know when it's all ready. It is easy to put it on when you're riding and come back to it finished! There is a big A frame unit at the top stable block where you can hang your rugs to dry.

NEW LIVERY SERVICES

We now can offer a whole range of additional services we would like to offer our liveries including schooling, lunging and training your horse for you, grooming etc.

COFFEE, DRINKS AND SNACKS

Based on your feedback we are trying to get the old defunct vending machine removed from site and a new one fitted when we find a supplier that will offer a good service here. Again, watch this space. We are working on it as fast as we can!

RECYLING WATER

Our water bills are pretty massive..... And we want to be more environmentally friendly AND reduce dust in the pista in the dry months. So we are working on a system to collect and recycle the water from the horse showers and rain water to use in the pista sprinklers. Hopefully for mid 2018...

HORSE WALKER

The horse walker is almost finished and we expect that by the New Year you'll be able to pay to use this facility to aid the exercising of your horse.

A horse walker is excellent for warming up horses prior to work, cooling down after work (especially when you're short on time) and providing a form of exercise when you can't ride. They are really useful for introducing gentle work to horses that have been out of work due to injury as they enable the muscles to be built up without the restriction and weight that a rider poses (rehab) and for fittening.

Please note that not all horses have used horse walkers before and you will need to spend some time introducing them to it and supervising their first times in it to ensure they are relaxed and able to use the apparatus without damage to themselves or the kit.

Once it's up and running we'll chat to all the liveryes about how, when, why and how much it costs to use it so... watch this space!

TACK ROOM KEYS

We are installing a small hidden key safe at the stables.

Adults will be given the access number sequence. Inside will be a set of keys for liveryes to use. PLEASE do not give this key code to anyone else or children. Only adults can access the key safe.

Please lock up and put the keys back ALWAYS and remember to switch the alarm on and off each time.

Until it's installed there are always keys at the stables, just ask Caroline where.

FLOODLIGHTS

We are saving to install a set of floodlights to cover the bottom half of the pista if possible to extend the useable hours of the school during the winter.

LESSONS & HACKS

LESSONS & SCHOOLING

In winter, we are trying to fit in everyone with limited hours of daylight after schools finish.

As time is limited maybe you want to book a SEMI-PRIVATE lesson (just 2-3 people at a similar level) rather than a private lesson during the winter? Ask the other liveries and arrange times with our instructors.

WE HIGHLY RECOMMEND that you school and lunge your horse yourself in between lessons. You will see a much better progression and consolidate your learning and get the most from lessons if you aim to practice the skills learned 2-3 times yourself between lessons.

Lunging is also very good for horses. There are lots of lunging and pole work sessions and fun ground handling exercises you can do to improve your horses straightness, balance, flexibility, responsiveness and fitness without riding. We believe it's very important that this is combined into your horses training regime.

Recommendations

- Ask the instructor to design for you a 5 session schooling plan and exercises you can follow when on your own (20 euros)
- Bring a work book and write down details of schooling routines, timings, poles etc and layouts used during your lessons so you can follow them when on your own and practice them (don't just do circles)
- After a lesson why not Youtube the new skills (especially with children) and watch some videos demonstrating them so you have something to aim for?
- Look up online fun schooling exercises – there are hundreds of ways to improve and keep yourself and your horse interested and having fun each and every time you are here. No two times need to be the same!
- Invest in books / ebooks with 100-200 exercise routines you can work through to make your schooling sessions fun and very effective.
- Always remember to warm up and cool down your horse to avoid injury
- Please note our cancellation fees for lessons

HACKS

Why not form a livery hack whatsapp group to arrange hacks out together?

Can you ride out with Caroline? The answer is *not always* although Caroline always tries to fit in liveries with her.

A lot of paying customers book private, small number group hacks specifically or are nervous riders where it's important to have a small group of horses.

So even if we are out on a hack we can't always take liveries with us.

Sometimes having too many horses (7-10) also affects the safety and speed of the ride and so it's just not possible. If one rider has a problem the whole group is affected and it doesn't provide the experience the customers are expecting.

LIVERY MEETING

If you think it would be useful to get together over a cuppa/beer every few months to have a livery meeting, let's organise one!

We can chat about how things are going and work on continuous improvement.