



LIVERYLIST

The UK's #1 Livery Yard Directory

Sample Livery Yard Handbook

The sample livery yard handbook is an example of a document livery yards and other equestrian establishments can issue to their clients containing rules and information about a yard and its routine. This can be issued alongside, and as part of, a livery yard agreement.

Whilst suggestions below are for the contents of this handbook, all yards are different. You will need to fill in each area with the necessary information for YOUR yard. Please ensure all information has been entered and checked for accuracy before issuing to clients. It is recommended to issue a handbook to every client, as well as have a copy available on the yard. You would also be sensible to update and re-issue the handbooks as appropriate should the information contained need to be updated or details change.

When included within your contract, you will need to include a statement within your contract such as "As part of this Livery Agreement, the Horse Owner confirms that they have read and understood the information contained in the Livery Yard Handbook" which forms a legally binding agreement, and/ or you can issue them with an acceptance form to go alongside the livery agreement, and can also be issued for each updated version of the handbook to confirm they have read and understood.

TEMPLATE DOCUMENT CONTIUED ON NEXT PAGE...

IMPORTANT

This information as provided above is intended to provide guidance and areas for consideration for those intending to enter into such arrangements. Anyone proposing to enter into such a written agreement should take consideration and their own legal advice as to their particular circumstances.

Livery Yard Handbook:

(Enter Yard Name)



(or Enter Yard Logo above)

Version 2018

Name:

Date Issued:

Signed:

This handbook is designed to best inform you with regards to our yard, routine and rules, as well as some useful information. If you have any questions regarding what is contained herein, please do just ask. This is supplied to all clients alongside their livery contract and acceptance and adherence to the information contained herein is stipulated within the livery contract as signed by both parties. ***(Enter yard name)*** reserves the right to amend and re-issue this handbook on an annual basis ***(or amend as necessary)*** to provide you with the most up to date information.

Welcome to ***(Enter Yard Name)***

CONTACT DETAILS

(Enter Full Yard Address including Postcode)

(Enter Yard Owner/ Manager or Primary Contact Name)

(Enter Landline Number)

(Enter Mobile Number)

(Enter Email Address)

Preferential contact is to be made by voice call or text message ***(or Amend as appropriate)***.

Standard contact can be made between 6am and 9pm daily. In the event of a genuine emergency, this number is available 24 hours a day. This mobile will be on 24 hours a day unless Terri is out of the country, when you will be given new contact details. ***(or Amend as appropriate)***.

(Enter any Secondary Contact Name)

(Enter Landline Number)

(Enter Mobile Number)

(Enter Email Address)

Standard contact can be made between 6am and 9pm daily. In the event of a genuine emergency, this number is available 24 hours a day. This mobile will be on 24 hours a day unless Terri is out of the country, when you will be given new contact details ***(or Amend as appropriate)***.

YARD VISITING TIMES

The yard may be visited at the following times ***(or Amend as appropriate)***:

1ST May – 30th Sept - 6am – 8pm

1st October – 30th April - 7am – 7pm

Christmas Day - 6am- 4pm

Whilst clients are welcome to visit between these times, as we live on site, please be respectful when visiting in the early morning or later in the evening **(or Amend as appropriate)**.

For travelling for events and competition, or veterinary emergencies, we are happy to allow access outside these hours provided advanced notice is given where possible **(or Amend as appropriate)**.

YARD SERVICES

Veterinary Services:

(Enter Yard Vet Details)

(Enter Landline Number)

(Enter Mobile Number)

(Enter Email Address)

Please put this number in your phone in case of emergencies

Farrier:

(Enter Yard Farrier Details)

(Enter Landline Number)

(Enter Mobile Number)

(Enter Email Address)

(Add any other regular yard services as required- groom, yard staff, dentist including the day of visits if a set routine etc)

INVOICES AND PAYMENTS

Livery invoices are issued at the end of every month and payment is expected within 7 days of the bill being issued **(or Amend as appropriate)**. Invoices are issued one month in advance for Livery Packages, alongside the costs for any livery services undertaken the prior month. If there are any issues with your invoice, please let us know immediately **(or Amend as appropriate)**.

Payment can be either by Cash or Bank transfer (preferred)

Bank details are below:

(Enter Bank Details)

Or a cheque made payable to ***(Enter Details for Cheque Payments)***

YARD POLICIES

Smoking Policy:

Smoking is not permitted anywhere on the yard either externally or internally. Smoking is permitted in the car park only. Please dispose of your cigarette butts considerately **(or Amend as appropriate)**.

Child Policy:

Children are permitted on the yard, provided they are always supervised and act sensibly around the horses. All children should wear a suitable protective riding hat whilst mounted or handling horses on the yard. ***(or Amend as appropriate)***.

Pet Policy:

Dogs are not permitted in the stable area. However, they may be walked in the vacant paddocks. Please ensure gates are closed, and any dog poo is collected and disposed of accordingly. Any dogs who pose an issue to clients or horses may be banned from the yard in full ***(or Amend as appropriate)***.

YARD ROUTINE

Terms and inclusions of your livery package are detailed on your Livery Contract. All owners are expected to visit horses daily unless otherwise arranged with our services. ***(or Amend as appropriate- you could include what is included in each livery package for information)***.

Usually the first person on the yard will feed all horses (usually around 8am). To have your horse fed, please leave the feed covered in front of the stable and out of their reach. Horses without feed left out will not be fed ***(or Amend as appropriate)***.

All horses must be visited by the owner and turned out (or hayed and watered) prior to 10am. Any horses who have not been attended to by this time (with no notification having been received from the owner) shall be turned out or hayed/ watered and a £5 charge added to your bill ***(or Amend as appropriate)***.

In the winter months, all horses must be brought in by 5pm. Any horses who have not been brought in by this time (with no notification having been received from the owner) shall be brought in, hayed if necessary and a £5 charge added to your bill ***(or Amend as appropriate)***.

Where possible, please try to avoid leaving horses in the yard on their own, or in paddocks on their own ***(or Amend as appropriate)***.

YARD SERVICES

We offer a range of services to help care and exercise your horse in your absence. A full price list has been provided to you ***(or Amend as appropriate- you could include your services and charges for information)***.

Services can be booked using the yard diary. Please ensure a MINIMUM of 24 hours' notice is given. Any short notice requests within 24 hours may be refused, or an additional late charge added for the inconvenience. ***(or Amend as appropriate)***.

EXTERNAL SERVICES

We do have a yard farrier and vet who visit regularly but you are not obliged to use them. Details of any forthcoming visits will be detailed in the yard diary. For security purposes, it is requested we are given advance notice of any such visits ***(or Amend as appropriate)***.

Please note we do not permit paid services between livery clients, third parties or the use of freelance grooms on the yard. As we offer these services, any paid cover of care or exercise for your horse must be undertaken by us at the standard rate and will be added to your invoice accordingly ***(or Amend as appropriate)***.

Anyone attending the yard to undertake paid services on your behalf- such as a farrier, physio, instructor etc- must hold the necessary professional qualifications, experience and insurance. Copies of all documents will be required before you may appoint them to undertake services on the yard ***(or Amend as appropriate)***.

YARD SECURITY

Security is everyone on the yard's responsibility for our own tack, equipment and horses. Please follow the rules below to reduce the likelihood of any problems:

If you are last on the yard, or are leaving the yard empty whilst riding, please make sure you-

- All the lights are turned off,
- Both tack room doors are securely closed and locked,
- All paddock gates are closed,
- ***(or Amend as appropriate)***.

Tack room door code and combinations for gate locks will be given to new livery owners and must be kept securely. Please do not share these with anyone else without permission.

Please report any suspicious activity, people or vehicles to us immediately and take photos where possible.

HORSE WATCH

The yard is a member of the local horse watch community:

(Enter details of regional Horse Watch website or local organiser).

YARD VISITORS

Whilst visitors are welcome to the yard, we ask that they follow the same rules and behaviours as expected by clients. Any visitors to the yard must always be supervised and must not be give the location or codes of any security devices. Where possible, please advise us in advance of any visitors ***(or Amend as appropriate)***.

Anyone being permitted to ride your horse must always be supervised and must not be carrying out paid services. If you have a sharer, we will need to see a copy of the share contract between yourself and the other person as well as being given prior notice of when they will visit the yard. The sharer must also have their own rider insurance and be expected to meet all points laid out in this guide, and the relevant points in the livery contract. Failure to meet these rules and requests may risk your space with us. We must be given contact details of any sharers, including a next of kin ***(or Amend as appropriate)***.

EQUINE WELFARE AND MANAGEMENT

Vaccinations:

All equine under our livery services must be vaccinated for both equine influenza and tetanus. A copy of vaccinations shall be requested upon arrival of a new horse, and annual proof required of routine top-up vaccinations **(or Amend as appropriate)**.

Passports:

All equine under our livery services require a Horse Passport, this is a DEFRA requirement and as the keepers of the horse we should be satisfied that all client horses have a correct passport identifying that horse. We therefore reserve the right to request to view the original Horse Passport upon initial arrival of new horses, and to retain the original/ a copy on our files. In the event of an inspection by DEFRA or another equestrian governing body, we must be able to provide the original passport within 3 hours to avoid any fines or action being taken against both horse owner and ourselves **(or Amend as appropriate)**.

Worming:

Worming or faecal egg counts are carried out 3 – 4 times per year by Westgate Labs. The cost for the wormer and/ or FWEC will be added to your invoice. Results will be emailed to you directly.

INSURANCE

We hold the necessary insurances to cover yourself, and your horses whilst on the yard and in our care. A copy of this can be provided upon request **(or Amend as appropriate)**.

All horses on the yard must be insured for a minimum of third party liability. Please provide copies of insurance to be kept in your horses file at the yard. Renewal documents shall be requested upon expiry **(or Amend as appropriate)**.

Any visitors to the yard undertaking paid services must hold the necessary professional qualifications, experience and insurance. Copies of all documents will be required before you may appoint them to undertake services on the yard **(or Amend as appropriate)**.

Part sharers/riders must also have rider's insurance this is a mandatory requirement and copies must be seen **(or Amend as appropriate)**.

MAINTENANCE

The yard is responsible for overseeing the general maintenance of fencing, paddocks and stables. However, contribution may be required towards repairs for excessive wear and tear, or through incidents which have caused damage (such as horses pushing through fencing or damaging stables) **(or Amend as appropriate)**.

Any electric fencing supplied by owners must always be kept in good order and safely erected so as not to pose a risk to clients or horses **(or Amend as appropriate)**.

GRAZING AND TURNOUT

We offer year-round turnout in mixed herds. The level of grazing available will alter seasonally. If necessary, ad-lib forage will be provided during the winter months at an additional cost. Advance notice will be given of this **(or Amend as appropriate)**.

We reserve the right to change paddocks, herds or turnout routines as we see fit for the maintenance of the grazing, and wellbeing of the horses.

Please be aware that whilst we offer year-round grazing, we reserve the right to reduce or restrict this as we see fit in particularly wet, cold or snowy weather to maintain our paddocks.

All paddocks must be poo-picked weekly (recommended 3 barrows per horse per week). Anyone who fails to undertake their poo-picking in any given week will be charged £10 **(or Amend as appropriate)**.

BEDDING AND FORAGE

Please ensure all bedding and forage is stored neatly. Please only put hay and bedding on the muck heap if it is genuine waste. If it can be re-used, please do so.

Please do not overfill hay nets. Please ensure hay nets are tied securely in stables and out of reach of hooves.

Bedding and Feed is supplied by **(Enter name of Supplier)** and is delivered weekly on a Tuesday. You can ring in advance to make payment for your order which will be delivered to your storage space **(or Amend as appropriate)**.

USE OF FACILITIES

Facilities are open to use for all clients during our opening times. Suitable footwear and protective gear must be worn when using our facilities. Please be considerate to other users. **(or Amend as appropriate)**.

Specific rules are detailed below:

Arena:

- If someone is already using the arena, please ask before entering.
- A maximum of 3 riders can use the arena at any one time.
- Please clear away any equipment and poo once your session is finished.
- Please only use lights if necessary and turn off as soon as you are finished
- **(or Amend as appropriate)**

Whilst the arena can be used for lessons, please do not book lessons between 10am and 2pm on a weekend day, or between 4pm and 6pm on a week day *unless* you are happy to share with other users during your lesson **(or Amend as appropriate)**.

Horse walker:

- Horses should be supervised.
- Please clear away any poo once your session is finished.
- **(or Amend as appropriate)**

(or Amend as appropriate for any other facilities you offer)

YARD STORAGE

All clients are given a designated storage area. Please only keep relevant tools and equipment on the yard to minimise clutter. We reserve the right to request removal of any excess equipment we do not deem necessary to be on the yard. Please ensure all tools and equipment are left clean and returned to storage areas when finished with *(or Amend as appropriate)*.

Please make sure all feed bins close securely, and that feed bowls, scoops etc are rinsed regularly to minimise attracting rodents.

All clients are given a storage area for bedding and hay. Please keep these areas tidy. Please clear up any loose or spilled hay or bedding and re-tie packing and hay bales where possible. *(or Amend as appropriate)*.

PARKING, TRAILERS AND HORSEBOXES

Please ensure when visiting the yard that you- and any visitors you may have- park considerately. Please do not block any entrances or gateways and be aware of any horses or people that may be moving about on the yard and in parking areas.

We offer a parking area for horseboxes and trailer, subject to availability. The charge for this is as follows *(or Amend as appropriate)*:

Trailer: £5 per month

Horsebox up to 3.5tonnes: £8 per month

Horsebox over 3.5tonnes: £12 per month

Please park all transport considerately. Please be advised that all vehicles must be correctly maintained and insured for the duration of parking on our premises. It is advised not to keep any tack or items of value in your horsebox or trailer and an immobiliser, steering wheel lock or similar are advised.

We do not accept any responsibility for damage or losses to or from vehicles stored on our premises.

YARD CLEANLINESS

To help us keep the yard tidy, reduce maintenance and upkeep costs and make the yard presentable to all visitors, please adhere to the following rules:

- Please clean up after yourself and your horse using the tools provided
- Please put all droppings on the muck heap
- Please do not leave half-full wheelbarrows on the yard or in your stable- please empty before leaving the yard
- Pick up all droppings from the arena when you have finished using it.
- Empty the hoof pick buckets if they are getting full.
- Please sweep the yard after the farrier has seen to your horse
- Please sweep up any hair on the yard after grooming or clipping

- Please wind the hose up after use
- ***(or Amend as appropriate)***

Please ensure your stable is always left empty and ready for a horse. In the event of an emergency and your stable needs to be accessed we must be able to do so. When horses are out 24/7 it is recommended to leave a small clean bed in the stable or some bedding banked up on the sides.

If you hand your notice in and leave the yard, your stable must be left empty and clean, including lifting and washing all rubber matting. This is the responsibility of the departing horse owner. Charges may be added to your last bill if this is not fulfilled.

(or Amend as appropriate)

HEALTH AND SAFETY

Always ensure you are acting appropriately around horses, and are using equipment in the correct manner, that is fit for purpose.

Please report any broken or damaged fencing, facilities or other equipment on the yard to management as soon as possible.

Please do not leave horses unattended whilst tied on the yard, and please do not leave horses loose on the yard or other communal yard areas.

Please always use a bridle, or headcollar and lead rope when leading horses around the yard. Please do not leave headcollars on in the field.

All owners must wear a riding hat when mounted, and suitable footwear. All other people entering the yard, must also follow these guidelines.

Please mount using the mounting block in the car park or arena. Please do not use fences or other equipment as a mounting block.

All owners should check their tack and all other personal equipment on a regular basis. Tack and personal equipment should be kept in good repair and fit for use.

If riding out on your own, you are advised to share details of your planned route with fellow clients, staff or management in case of an accident. When riding out, it is advised to take your mobile phone with you at all times.

Whilst no one likes telling tales, it would be advised to report any dangerous practices seen undertaken on the yard to ensure no staff, clients or horses are put at unnecessary risk.

Emergency Equipment:

Please read and familiarise yourself with the fire sign, procedure and drill, as well as the location of fire extinguishers and first aid kits:

Fire Extinguisher- By main yard door, there is also a smaller one in the cupboard above the sink in the kitchen area

First Aid Kit (Human)- In the cupboard above the sink in kitchen area

First Aid Kit (Horse)- On the top shelf in the tack room.

(or Amend as appropriate).

The Health and Safety guidance applies to all clients, visitors and professionals on the yard.

If you use anything from the first aid kits, please make sure we know, or replace anything you have used personally.

Electrics:

The electrical system is tested each year by a qualified electrician. All external electrics are connected to a trip switch and power breakers. The main trip switch is in the tack room behind the door **(or Amend as appropriate)**.

It is each person's duty to ensure they act responsibly when using electrical equipment.

Any faults, damaged equipment or dangerous practices need to be reported immediately.

Please do not use any electrical devices on the yard (such as extension leads, clippers, kettles etc) unless they have been PAT tested and/ or permission sought.

(or Amend as appropriate).

WASTE

Please ensure all waste is disposed of accordingly. Where possible, please take waste or recycling home.

The muckheap is emptied when full, and we are charged each time. As such, please ensure you only put bedding or forage on that *is* waste.

Please ensure the muck heap is stacked sensibly and that you take care when using the ramp in damp or icy conditions.

(or Amend as appropriate)

ENERGY AND COST SAVING

To help us keep the running costs of the yard down, please try to adhere to the following rules:

- Please make sure lighting is only used as necessary, and all lights are turned off when the yard is left empty,
- Please only use water as necessary (i.e. washing with a bucket and sponge) and try not to leave the hose running,
- Turn off arena lights as soon as you have finished,
- Do not re-boil the kettle if it is still warm,
- **(or Amend as appropriate)**.

EXTREME WEATHER

In the event of poor weather, such as storms, snow or ice, contingency plans may need to be followed.

In the event of snow, flooding or ice we shall contact all clients to update them with regards to the yard access and whether we advise for them to visit. If we decide that it is safer for clients to not visit, all horses

will stay in and the care be offered free of charge on that day. Otherwise, anyone who is unable to visit the yard will be subject to the standard service costs for cover **(or Amend as appropriate)**.

Please be aware that whilst we offer year-round grazing, we reserve the right to reduce or restrict this as we see fit in particularly wet, cold or snowy weather to maintain our paddocks.

HORSE HEALTH CONCERNS

If you have any concerns about the health or condition of your horse, or any other horse on the yard, please contact us immediately.

Following suspicion of illness or disease, horses may be placed in an isolation stable or paddock and advice sought from our vet **(or Amend as appropriate)**.

At least once a year please take your horses TPR (temperature, pulse, respiration) for 5 days and record them all in the book under the diary, this assists us in knowing what is normal for your horse.

TRAVELLING TO EVENTS

If you are leaving the yard to travel and attend an event, please let us know. To maintain health of your horse whilst away from the yard, and to reduce the likelihood of contagious disease or illness, please follow the recommendations below:

- Do not allow nose to nose contact with other horse
- Ensure any stables and facilities are clean and disinfected
- Do not share feed buckets, grooming kits or equipment
- Try to share transport with horses from the yard or a reputable transporter

If we hold any concerns about the health of your horse upon your return from an event, we may place your horse in isolation and monitor TPR (temperature, pulse, respiration) for 5 days to check all is clear.

If you will be away for overnight or longer, please let us know.

Please ensure loading, unload and parking of transport is done so considerately and in a safe manner.

CHRISTMAS AND BANK HOLIDAY ARRANGEMENTS

All owners are required to visit the yard on Christmas morning. All horses stay in on Christmas Day and all owners must have vacated the yard before 12noon. The horses will be hayed, fed and watered on Christmas Day evening free of charge. Any cover for the morning (hay, water, change rugs, skip out) will incur a fee of £25 per horse **(or Amend as appropriate)**.

We arrange a yard outing each year for Christmas, as well as a social meet to share mince pies and mulled wine, details of this are usually organised at the end of November.

COMMUNICATIONS

Our contact details are at the start of this handbook. Unless in a genuine emergency, please ensure you keep all contact within the hours detailed. We will always endeavour to acknowledge communications quickly.

If you have any problems with the yard routine, making payments, seeing to your horse, livery clients or our services, or wish to discuss any aspect of the yard, we have an open-door policy. Please feel you can always approach us and we will endeavour to help in the best possible way.

GDPR

As part of the new GDPR (General Data Protection Regulation) brought in in May 2018, we need to hold details about you on our database and need to inform you of this. These details- such as contact details, next of kin, horse details, are only retained to help us communicate with you, and to best care for your horse whilst it is in our care. All documents and details are stored securely. You have also been issued with the GDPR Notice which gives you more details *(or Amend as appropriate)*.

CIVILITY

All clients and staff are expected to treat each other with respect and the enjoyment of your time on the yard depends on cooperation and teamwork among all clients. Please make any new clients feel welcomed and make effort to get to know them.

We do not tolerate bullying on the yard. Any instances of harassment, bullying or negative behaviour would be determined as unreasonable behaviour and may result in immediate notice being given to the perpetrator.

LOCAL RIDING CLUBS, SCHOOLING VENUES AND EVENTS

(Enter Name of Club, Schooling Facility etc)

(Enter Landline Number)

(Enter Email Address)

(Enter Web Address)

(Add details of any other local places that may be of use)

LOCAL FEED STORES, BEDDING SUPPLIERS AND TACK SHOPS

(Enter Name of Supplier, Tack Shop etc)

(Enter Location)

(Enter Web Address)

(Add details of any other local places that may be of use)

DISCLAIMER

These guidelines are published to the best of our ability and with the best of intentions. We strive that they will always be accurate and valid. These guidelines should also be followed by any visitors or service providers on the yard under your instruction or supervision.

We cannot be held responsible if you choose not to follow these guidelines and this leads to damage of property, or injury to yourself or your horse.

You will need to sign and return the accompanying 'Handbook Acceptance Form' to confirm you have read and understood the information contained herein.

(Enter Yard Name)

Livery Yard Owners Handbook Acceptance Form

I confirm that I have received, read and understood in full the details contained within the Livery Yard Handbook for ***(Enter Yard Name)***. I understand that acceptance and following of these guidelines constitutes part of my Livery Agreement with ***(Enter Yard Name)*** and that updated versions of this handbook may be issued as deemed appropriate by ***(Enter Yard Name)***.

Name:

Date Issued:

Signed:

Acceptance of updated versions:

Name:

Date Issued and Version:

Signed:

Name:

Date Issued and Version:

Signed:

Name:

Date Issued and Version:

Signed:

Name:

Date Issued and Version:

Signed: