MADRIX EQUESTRIAN

2027 RIDER INFORMATION PACK

COMMUNICATION • CONNECTION • CONFIDENCE

Three principles. One partnership.

Welcome to a learning environment where the horse is heard, the rider is supported, and progress is measured by understanding - not pressure. This pack explains our coaching philosophy, lesson fees and essential rider and horse information requirements.

Please read the information carefully and complete the disclosure and consent pages before your first lesson.

2027 PRIVATE LESSONS

R350 per horse-and-rider combination | 30-40 minutes

Lessons may include a combination of groundwork and ridden exercises, adapted to the needs, readiness and welfare of both horse and rider.

WELCOME TO MADRIX

At Madrix Equestrian, we believe meaningful horsemanship starts with listening. Our approach is welfare-led, practical and rooted in calm, consistent education. We value a relaxed, willing horse and a rider who understands the reason behind every cue.

THE THREE Cs

01 | COMMUNICATION
We learn to observe the horse’s body language, recognise signs of tension or discomfort and use clear, fair cues. The rider learns to ask softly, recognise the try and release at the right moment.

02 | CONNECTION
Trust is built through predictable handling, patience and mutual understanding. Groundwork helps establish clarity before bringing those same principles into the saddle. We work with the horse, not against the horse.

03 | CONFIDENCE
Confidence is developed through manageable steps, positive experiences and consistent guidance. We prioritise emotional regulation, safety and long-term progress over rushing towards a result.

WHAT A PRIVATE LESSON MAY INCLUDE

Each 30-40-minute session is tailored to the combination. Activities may include observing behaviour and readiness; leading, halting, yielding and groundwork; rider posture, balance, breath and timing; transitions and ridden exercises; or confidence-building tasks. Not every lesson will involve riding, and that is a purposeful part of training.

OUR WELFARE COMMITMENT

Horse welfare comes first. We encourage thoughtful, low-pressure training and bitless principles. A lesson may be adapted, postponed or stopped if a horse appears uncomfortable, unsound, overwhelmed or unsafe. Pain, equipment fit and management concerns should be addressed rather than trained through. Safety equipment and suitable tack are required for relevant activities.

2027 LESSON FEES

Service	2027 fee
Private lesson - one horse-and-rider combination 30-40 minutes; groundwork and/or ridden work	R350

The published rate covers the lesson only. Any venue, travel or other additional costs must be confirmed before booking, where applicable.

LESSON PREPARATION & EXPECTATIONS

Before arriving: Please share any relevant changes to your horse's health, behaviour or soundness, and any rider health or accessibility needs that could affect safe participation. Arrive in time to prepare calmly and safely.

What to wear: An appropriately fitted riding helmet, suitable closed footwear with a defined heel for riding, and practical clothing. A helmet is strongly recommended during groundwork and may be required by the coach or venue. Additional protective equipment may be advised.

During the lesson: Follow coaching and venue safety instructions. Maintain appropriate supervision of children. Be open about uncertainty, fear, pain or discomfort. Progress will be adapted to the partnership rather than forced.

Bookings and changes: Lessons are payable upfront. Please read the 2027 Booking, Payment and Cancellation Terms on page 7 before confirming your monthly lesson schedule.

RIDER & HORSE DISCLOSURE FORM

Please complete one form per rider and horse combination. Information is collected to help plan appropriate coaching and respond in an emergency. Write "none" or "not applicable" where relevant. If details change, inform Madrix before the next session.

Rider full name:

Date of birth / age (if under 18):

Parent or legal guardian (if rider is under 18):

Mobile number:

Email address:

Emergency contact name, relationship and telephone:

RIDER HEALTH & SAFETY DISCLOSURE

Please disclose relevant conditions, injuries, allergies, medications, disabilities or other needs that may affect riding, balance, communication, physical exertion or emergency response. You do not need to disclose unrelated medical history.

☐ No relevant health or safety considerations to disclose

☐ Relevant considerations listed below

Relevant information, precautions, support needs or emergency instructions:

HORSE INFORMATION & DISCLOSURE

Horse name, age and sex:

Owner name and contact number (if different from rider):

Usual stabling / yard and location:

Emergency veterinary practice / veterinarian and contact number:

Please indicate any current or previous issues that may affect training or handling.

☐ Lameness, pain, injury, illness, rehabilitation or veterinary restrictions

☐ Medication, ongoing treatment or relevant allergies

☐ Behavioural concerns (e.g. biting, kicking, bolting, rearing, bucking, spooking)

☐ Loading, mounting, separation, handling or tack-related difficulties

☐ Known triggers, previous incidents or equipment-fit concerns

☐ No known concerns relevant to this lesson

Details, dates, veterinary advice, precautions and handling instructions:

Current training level and goals for this combination:

I understand that the coach may decline or modify work if the horse’s welfare or the safety of those present may be compromised.

ACKNOWLEDGEMENT, CONSENT & DECLARATION

Risk awareness: I understand that working around and riding horses carries inherent risks, including unpredictable movement, falls, kicks and other injury. I agree to follow reasonable safety instructions and to raise concerns promptly. This acknowledgement does not waive any legal rights or exclude liability that cannot lawfully be excluded.

Accuracy and updates: I confirm that the information supplied is accurate to the best of my knowledge and undertake to notify Madrix Equestrian of relevant changes before participating.

Emergency response: If an emergency occurs, I authorise the coach to contact my listed emergency contact and request appropriate emergency assistance when reasonably necessary. I understand that emergency medical or veterinary costs remain subject to the arrangements with the relevant provider and responsible party.

Personal information: I consent to Madrix Equestrian using the information in this form for lesson planning, safety, communication and emergency management. Health information will be handled as sensitive personal information, shared only where reasonably necessary for these purposes or required by law, and kept securely in line with applicable South African privacy requirements. I may request access or correction using Madrix's published contact details.

Photography and media: This is optional and does not affect lesson eligibility. Please select one:

☐ YES - I consent to photographs/videos of me (or the minor named here) being used for Madrix Equestrian educational and promotional purposes, including its website and social media.

☐ NO - I do not consent to promotional use of photographs/videos of me (or the minor named here).

For minors, the parent/legal guardian must complete and sign this declaration.

Rider / parent or guardian full name:

Signature:

Date:

Horse owner signature (if different, acknowledging horse disclosure):

Date:

Thank you for choosing Madrix Equestrian. We look forward to developing communication, connection and confidence together.

Website edition | 2027. Please return the completed disclosure form through the contact or booking channel published on the Madrix Equestrian website.

2027 BOOKING, PAYMENT & CANCELLATION TERMS

MONTH-TO-MONTH AGREEMENT

Rider contracts operate on a month-to-month basis. The number of lessons per week or month must be agreed between Madrix Equestrian and the rider in advance so that accurate monthly invoices can be issued.

UPFRONT PAYMENT

All lessons are payable upfront, in accordance with the agreed lesson schedule and invoice.

72-HOUR CANCELLATION POLICY

Lessons may not be cancelled or rescheduled with less than 72 hours notice, except in the case of a medical emergency affecting the rider or horse. Please notify Madrix Equestrian as soon as reasonably possible if an emergency occurs.

LATE CANCELLATIONS & REPEATED OCCURRENCES

Cancellations made within 72 hours of a scheduled lesson, other than the medical emergency exception above, will be charged at the normal lesson rate. Repeated late cancellations may result in termination of the month-to-month agreement without a refund of prepaid lesson fees, subject to applicable law.

TRAVEL OUTSIDE 50 KM

Where the lesson location is beyond a 50 km radius of Madrix Equestrian, an additional travel fee will apply. The amount and arrangements will be discussed and agreed upon between Madrix Equestrian and the rider before invoicing.

ACKNOWLEDGEMENT

By signing below, the rider (or parent/legal guardian for a minor) confirms that they have read and understood these booking, payment and cancellation terms.

Rider / guardian name: _____

Signature: _____ Date: _____