



Important Information and Safety

Traveling to and from The Haven

Please take extra care when driving down the narrow country lanes to us. There is often large farm machinery, horse riders, walkers and wildlife on or crossing over the lane. During the winter months be aware of flooding and ice on the lanes.

Suitable Clothing

Please ensure that you or the young person whom you are bringing is dressed appropriately for the weather, bringing waterproofs and warm clothing during the colder, wetter months and suitable protective clothing and sun protection during the hotter weather. It is advisable to wear hard soled shoes or boots that offer protection to your toes in case a horse is to accidentally step on them.

The Environment

Although we strive to make The Haven a quiet and safe place, due to the nature of the set-up in the countryside, there may be factors going on around which are not within our control. For example: Country sports, walkers' dogs straying onto the land, farmers using machinery in the adjoining fields etc. During these unpredictable situations it is paramount that the participant follows any instructions from the therapist in order to help keep them safe.

The Horses & Other Animals

It is important that you understand that horses are sensitive and large creatures who naturally can be unpredictable at times. When you are around the horses you need to walk slowly and calmly, making no sudden movement or loud sound that could startle them. You should always leave a wide space of at least two metres when passing around their rear legs in case they kick out. Horses have their eyes set on the side of their head which means that they are unable to see directly in front or directly behind. So as not to startle them, you should always approach them from the side at their shoulder as this is the safest place where they can see you clearly.

Horses are generally very sociable animals, but like people they too have their times when they are trying to communicate to us that they would rather be left alone; this can be demonstrated by a nudge or on a rare occasion they may try and bite. Other times they may simply be treating you as another horse and try and rub their head on you for an itch or to brush off flies. You should only ever enter an area where there are horses with your therapist.

We do have goats, dogs, chickens and ducks who are often free-range within areas that you will be. If this is an issue for you please inform us prior to attending so that they can be kept in an alternative area away from you during the session. Otherwise you are welcome to interact with them during your sessions; however it is with the understanding that being around any animal can bring a risk of harm.

📍 Pitland's Farm, Up Marden, Chichester,
West Sussex, PO18 9JP

☎ 07932 140739

✉ equineassistedtherapy@outlook.com

🌐 www.haven-equine-assisted-therapy-uk.com



Ridden Therapy

If you wish to participate in the mounted therapeutic work there are riding hats available to use, however if you do use them then you are agreeing to do so at your own risk. If you use your own riding hat or body protector please ensure that it is correctly fitted and meets the current British standards.

During ridden therapeutic work you will always be led and only in walk by the therapist who is an experienced horse handler. This may take place within the arena, in the fields or locally around the surrounding countryside. The mounted activities are rarely done with a saddle, but are usually carried out with a soft pad on the horse's back to allow a more direct and natural contact with the horse.

The horses are unpredictable by nature and by choosing to participate in ridden activities you are doing so with the understanding that there are higher risks involved. At any time you or a parent/guardian can ask the therapist to discontinue the mounted intervention.

Attendance and Discontinuing Sessions

After an initial taster session, if you decide to continue attending, sessions will be on a weekly basis and usually on a set day and time agreed with your therapist. If you are unable to commit to most weeks, then your space may need to be offered to another person waiting for therapy, due to the high demand.

When you feel that you would like to bring your therapy sessions to an end, you can of course do so at any point. However ideally it would be helpful to have at least 2 weeks' notice to prepare a positive and planned ending.

Should the therapist at any point feel that you, the horses, members of the public, or they themselves may be at potential risk of harm, they hold the right to discontinue the session. If this is due to an environmental factor then a refund may be considered, however if this is due to unsafe behaviour from the client or those accompanying them then a refund will not be given.

Concerns about Practice

Should you have any concerns or grievances about the therapeutic service which you are receiving, please where possible raise any concerns initially with your therapist, so that your concerns can hopefully be worked through together. If they are still unresolved, please email The Haven management directly clearly explaining your concerns. We hope that all matters will be dealt with in house to your satisfaction, however if this is not the case then we can refer you to the relevant governing body to take this to.

Payments for Sessions

Please note that invoices will be sent out at the end of each calendar month. **Cancellations made with less than 48 hrs notice will still need to be paid for.**

📍 Pitland's Farm, Up Marden, Chichester,
West Sussex, PO18 9JP

☎ 07932 140739

✉ equineassistedtherapy@outlook.com

🌐 www.haven-equine-assisted-therapy-uk.com



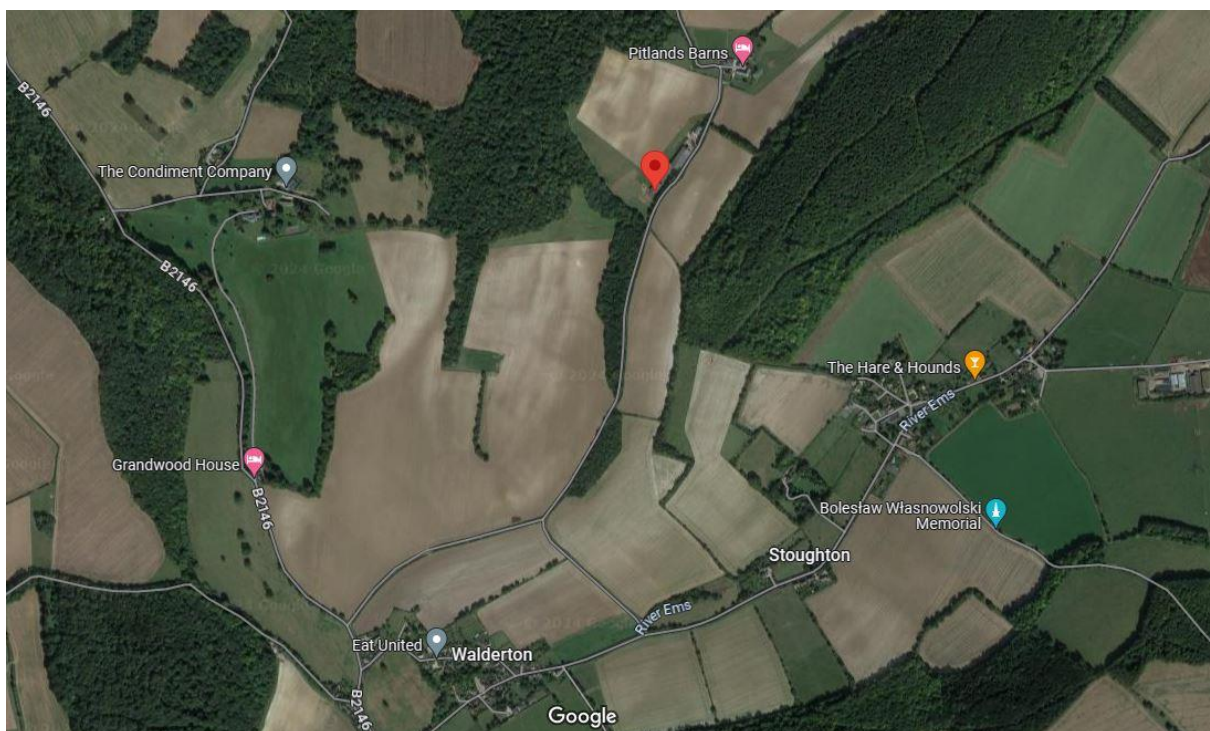
Location, Directions and Map

What3words Location = ///tomato.acre.unheated

Link to Google Maps: <https://maps.app.goo.gl/CFWs6nFpDdw8DM5B7>

Postcode: PO18 9JP

- This postcode will take you to Pitland's Farm - however we are 1/4 mile before this on the left, if you're coming North from the Walderton direction.
 - If you're coming South from the Up Marden direction, we'll be 1/4 mile after Pitland's Farm on the right side.
 - There is a traffic cone outside the double metal gate entrance.
 - Please park and wait at the wooden gate where your therapist will meet you at the time of your session.
- (If you can try not to knock on the farmhouse door to ask for directions, that would be appreciated!)



📍 Pitland's Farm, Up Marden, Chichester,
West Sussex, PO18 9JP

☎ 07932 140739

✉ equineassistedtherapy@outlook.com

🌐 www.haven-equine-assisted-therapy-uk.com