



ATTENDANCE POLICY

Updated 01 December 2025

Overview

This policy ensures the smooth running of Stoke Lane Stables, the welfare of horses, and fairness to all riders, associates¹, and clients. Consistent attendance and punctuality are essential for safety, scheduling, and horse care.

1. General Expectations

- All riders, associates, and clients are expected to arrive on time for scheduled lessons, shifts, or appointments.
- Adequate notice must be given for any absence or lateness.
- Repeated absences or lateness may result in loss of booking privileges or disciplinary action (for associates).

2. Lesson Attendance (Clients/Riders)

- Lessons must be cancelled with **at least 48 hours' notice**.
- Cancellations made with less than 24 hours' notice may be **charged in full**, except in exceptional circumstances (e.g. illness or emergency).
- Riders arriving late may have their lesson time shortened to avoid disruption to others.
- Missed lessons without notice ("no-shows") are non-refundable.

3. Associates Attendance

- Associates must arrive ready to work at their scheduled start time.
- Absences must be reported as early as possible, ideally **at least 24 hours in advance** unless due to emergency or illness.
- In cases of illness, associates should notify management before their shift begins.
- Repeated lateness or absenteeism may lead to formal review and potential disciplinary action.

4. Emergencies and Exceptional Circumstances

- Stoke Lane Stables understands that emergencies happen.
- Exceptions to the policy may be made at management's discretion in cases such as:
 - Illness or injury
 - Family emergencies

- Severe weather or travel disruption

5. Weather Policy

- In the event of unsafe weather conditions, lessons or activities may be cancelled by the stables. Please see *Adverse Weather Policy*.
- Clients will be offered rescheduling or credit where applicable.

6. Communication

- All cancellations or absence notifications should be made via:
 - Phone: 07843047277
 - Email: stokelanestables@gmail.com
 - Cancelling via ECPPro

7. Policy Agreement

By booking lessons, attending activities, or working at Stoke Lane Stables, individuals agree to follow this attendance policy.

¹ **Associate** - A self-employed individual engaged by Stoke Lane Stables to provide professional services, including instructors. Associates are not employees, and this term does not create an employment relationship.