

KEEP FOR  
YOUR REF



**Conquest Centre**

Reg. charity no: 1103883

# Registration Pack



Conquest Farm, Norton Fitzwarren, Taunton, Somerset. TA2 6PN

Conquest Centre ...

... nestled in the Somerset countryside and overlooked  
by the Quantock hills ...

... an environment where all are equal, no judgements  
are made and space is given for possibility to flourish.



Views of the Centre and surrounding land

## **Mission**

To create an inclusive equine environment that will allow  
people to achieve their personal goals.

## **Vision**

For all disabled people in our community to have the chance to  
participate in equine activities.



Conquest Centre  
Conquest Farm, Norton Fitzwarren  
Taunton, Somerset, TA2 6PN

01823 433614  
Reg. charity no: 1103883

## Welcome to Conquest!

We are a leading Somerset Charity who have been dedicated to delivering activities with horses for 50 years (started in 1965) and remain loyal promoters of these fabulous animals. The horse (free from the complexities of human nature) is the most honest, challenging and compassionate facilitator there is and truly brings a touch of magic to any encounter.

At Conquest, we focus on ability and provide activities which both challenge and reward. Our staff and volunteers thrive on the chance to help each person shine in their own unique way, helping them to achieve and hopefully surpass their personal goals.

We are delighted you have chosen to join us and are all very much looking forward to supporting you throughout your Conquest journey. To help you settle in, please read through the following pages and should you have any questions, now or in the future, please don't hesitate to talk to myself or a member of staff.

Yours sincerely,

Jess Dixon  
Centre Manager

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## **Important**

**Please ensure you have fully read sections 11 and 12 PRIOR to signing your Registration Form Agreement.**

# 1. Your session

## ➤ INITIAL ASSESSMENT

- Please arrive 15 minutes prior to your assessment time.
- On arrival make your way to the main office, located on the yard.
- Bring your completed Registration Form (and payment if still outstanding).

We will check your paperwork, process payment, answer any questions you may have and introduce you to your coach so you're nicely settled in ready for your assessment to begin.

## ➤ REGULAR SESSION

- Please arrive 10 minutes prior to your session time.
- On arrival make your way to the indoor arena and wait outside 'Cobbs Corner' where you can select a hat and/or boots if required.
- When ready your coach will call you in for your session.

You are more than welcome to arrive earlier or stay later than your session in order to relax and enjoy our facilities. All we ask is that you are considerate to other users and sessions taking place.

## ➤ LATENESS

- We have an official **10 minute** late cut off, arrive after this and you will not be able to take part in your session.

## ➤ PAYMENT

- Payment accepted: cash or card

## 2. Advice and information

### WHAT TO WEAR

No matter what the activity please ensure you/your child or client wear something soft and comfortable (layers are advisable). We specifically advise:

- Trousers = something soft (no shorts or jeans)
- Footwear = riding boots, wellingtons, walking shoes and trainers = think sensible and comfortable (for safety reasons: no open toes/sandals allowed).

### CONQUEST RIDING HATS AND BOOTS

We have a range of riding hats and boots for use (free of charge) ranging in sizes. They are stored in two large cupboards next to the indoor arena, outside Cobbs Corner so feel free to try on and query the fit of any hat directly with your coach prior to your session. The use of your own hat is welcomed as long as it meets the required standards – check with your coach if unsure.

**Regarding hats: availability of a particular size is not guaranteed. Please ensure you arrive early enough in order to try on etc.**

### TOILET FACILITIES

- Main yard: 3 toilets (including 1 wheelchair accessible toilet/wet room). Located next to the main office: for use by **all** attendees/staff/volunteers etc.
- Indoor arena: 1 toilet (wheelchair accessible) Located next to the indoor arena, outside Cobbs Corner: for use by **all** attendees/staff/volunteers etc.

### CONQUEST DOGS

Whilst on site you may meet our dogs, Foosa and Twix. They are extremely friendly and simply want to say hello and have a cuddle. They usually 'bed down' in the main office but have a little wander around every now and then to stretch their legs.

### OTHER DOGS

Only allowed on site if prior permission has been granted by the Centre Manager.

### 3. Parents and carers

Conquest is a leading Somerset Charity and we receive no statutory funding. The Centre costs approx. £200,000 per year to run so we are constantly fundraising, seeking grants and coming up with new ideas to support our services.

With only a small team of staff the majority of people that you will see on site, will be volunteers who give their time freely and regularly in order for the Centre to run. As we rely so heavily on volunteers we are at times short of help and in these situations will ask for assistance from parents and carers etc. If you are happy to help, you will be asked to sign a 'green card' (a quick process which keeps track of who has been involved in each session).

Please make yourself aware of the following recommendations to ensure you can help if necessary:

- **Wear appropriate clothing:**

Layers are advisable as depending on the season, the indoor arena can differ greatly in temperatures.

*During warm/hot weather – nothing too revealing please.*

- **Wear appropriate footwear:**

Something sturdy that will give protection but will also handle rough ground (and in the winter can cope with getting wet and possibly muddy). For example; wellies, sturdy outdoor shoes, walking boots - most things are fine as long as they have good grip and are really comfortable!

*(For safety reasons, no open toes or sandals allowed).*

- **Wear appropriate jewellery:**

Think safety! Please consider that when walking by the side of a person on horseback, your head will be at the riders hand level plus you may need to steady the rider with your arm or hand therefore any items of jewellery within easy reach (eg. earring's, necklaces, bangles etc) are at high risk of getting pulled or caught.

#### **SECURITY WARNING**

**Due to the 'open' nature of our site we strongly advise NOT bringing any valuables with you, at any time. Any valuables left on site are done so at your own risk. Conquest will not be held responsible for any loss or damage to personal belongings.**

## 4. Services

- **HORSE RIDING**
- **BACK RIDING**
- **CARRIAGE DRIVING**
- **SENSORY WORK**
- **GROUNDWORK**
- **STABLE DAYS/MANAGEMENT**
- **VOLUNTEERING**
- **WORK BASED DIPLOMA**

### New for autumn 2015

- **EQUINE THERAPY**
- **SENSORY ROOM**
- **THERAPY HUT**
- **KINGFISHER FALCONRY**
- **TRAINING/TALKS**
- **DAY SERVICE**

- **SPEECH & LANGUAGE THERAPY:** Annette Berry (of ABC) is on site to provide speech and language therapy sessions, either on horseback or in the classroom, on Thursday afternoons between 12 and 3pm. If you would like more information you can contact Annette directly on 07813 495 013 or 01984 632 156 or call us on 01823 433614.



Various on-site images

## 5. Volunteering

### Could you or someone you know help out on a regular basis?

No previous experience required as full training and on-going support provided.

- **YARD ASSISTANT**

Conquest provides activities for 180 clients per week so it is a busy place, requiring much help. For example; grooming, tacking up, filling hay nets and water buckets, all extremely vital roles in order to ensure the smooth running of the Centre.

- **ARENA ASSISTANT**

Some riders need as many as three assistants to help lead the horse and ensure their safety. A very rewarding position needing calm, sensible and confident volunteers.



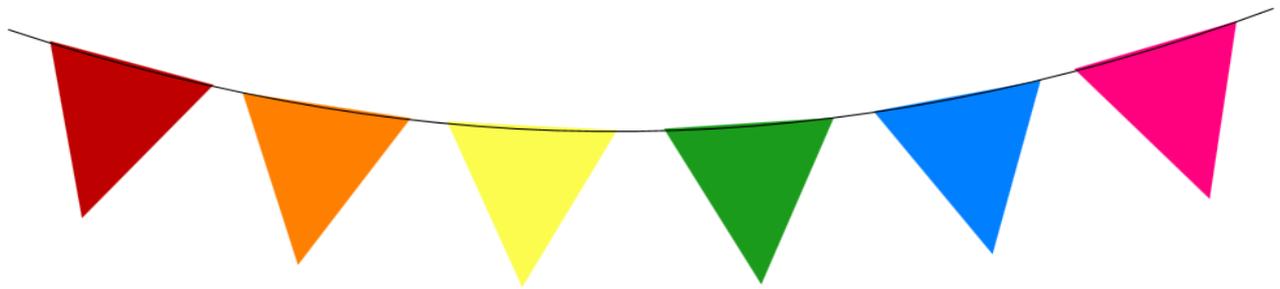
- **MAINTENANCE (THE A-TEAM)**

The maintenance of the Conquest Centre is an ongoing task that we take very seriously. Without outstanding facilities we cannot offer the outstanding service that we strive for. If you don't mind getting your hands dirty or like a DIY challenge then please contact us to join our maintenance team, giving whatever time you can.

- **FUNDRAISING:**

Fundraising is KEY to Conquest's survival. Without the support of local people and businesses much of the work at Conquest would not be possible. We need willing volunteers to help fundraise on the busy town streets or help out at the many charitable events organised by the Centre. Even as little as a couple of hours a month, one Saturday, can make all the difference so if you feel you can give some time or you would like more information please shout!

**For all FUNDRAISING enquiries, please contact Teresa Wort on 01823 433614 or email: [teresa@conquestcentre.org.uk](mailto:teresa@conquestcentre.org.uk)**



## **ORGANISE YOUR OWN EVENT**

Why not arrange something with your friends and family in aid of the Conquest Centre? Organising a fundraising event can be a great way to meet new people, learn new skills, have loads of fun and of course do something amazing for your local community.

There are loads of different things you can arrange from coffee mornings to black tie dinners. We are here to support you every step of the way by providing you with fundraising materials, support, advice and top tips to keep you going every step of the way!

## **CONQUEST EVENTS**

We hold regular dressage, show jumping, showing, demonstrations and clinics on site and need the generous support of volunteers in order to run. All profits go directly to Conquest Centre. Event roles include serving refreshments, manning arena doors, being a spare pair of hands for the judge, being a steward, judge writer, scorer, assisting with car parking, taking payment and lots lots more!

For all information regarding volunteering, please contact Deb Farley (our Volunteer Coordinator) on a Wednesday or Friday afternoon (12noon – 5.30pm)  
01823 433614 / [deb.conquestcentre@gmail.com](mailto:deb.conquestcentre@gmail.com)



Deb Farley has been involved with the Centre for approx. 18 years and has volunteered in the main office for the past 15 years.

## 6. Facilities

We have one indoor arena with large wall mounted mirrors, a hoist and purpose built (wheelchair accessible) mounting block, plus show jumps and a variety of learning tools. In addition to this we also have one outdoor arena (both arenas can be privately hired and are floodlit enabling all year round use).

We also provide:

- An indoor children's toy/activity area, situated in Cobbs Corner
- A picnic area located a short distance from the indoor arena
- A woodland riding trail with specific objects placed throughout to engage clients and encourage learning
- Wheelchair accessible facilities with wet room
- Specialised equine equipment including saddles, supports and learning aids

### NEW PLAYGROUND:

A new playground area was constructed in the summer of 2014. Accessible to all, it provides the wonderful opportunity to simply enjoy the surroundings, have fun in the countryside whilst surrounded by the things we all love ... horses!



## 7. Sensory room

Completed in September 2015 (accessible from Cobbs Corner, next to the indoor arena) the sensory room allows clients, parents and carers to enjoy, relax and explore together whilst in a safe environment.

A facility such as this has many benefits as it creates a stimulating yet calming atmosphere plus can help to improve hand/eye co-ordination and develop language skills. The overactive child can be calmed and the inactive become interested.

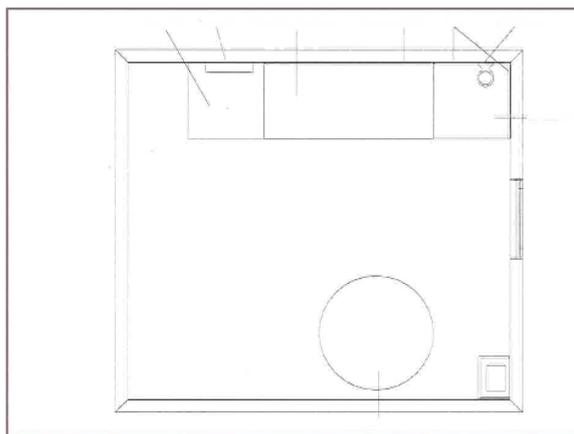
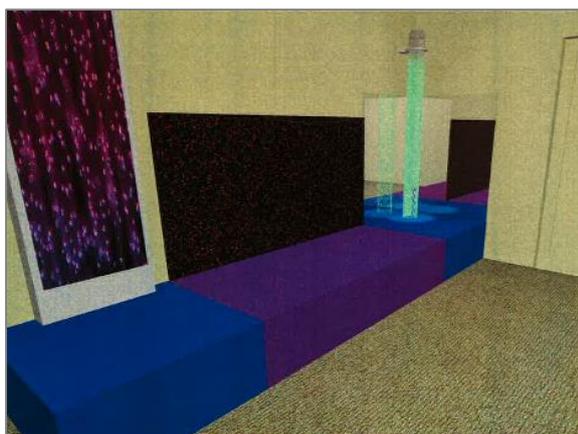
### **BENEFITS:**

- Supports the development of communication
- Enhances sensory skills, hand-eye co-ordination and cause and effect response
- Assists in the development of social and emotional skills
- Reduces tension and increases relaxation
- Provides fun and enjoyment
- Improves levels of concentration, alertness, calmness & general awareness

The equipment selected allows the room to be multifunctional, offering a variety of activities from calm and relaxed to more interactive, encouraging the use of the main senses as well as the fine and gross motor skills. The nature of the equipment allows clients to have total control over their environment no matter what their limitations.

This calming environment is a place for parents (and carers) to bond with their children, providing a restful and peaceful experience in today's busy and sometimes stressful lifestyle.

Specific time slot(s) can be booked via the main office, allowing you to fully relax and explore the facility.



## 8. Safeguarding Officers

Safeguarding refers to the proactive approach to keeping children, young people and vulnerable adults safe from harm. It includes a range of practices from adopting policies and procedures to creating a safe environment for staff, volunteers and participants.

Should you have any concerns or potential safeguarding issues, please do not hesitate to contact one of the following safeguarding officers:



**Jessica Dixon**  
Centre Manager



**James Holyday**  
Trustee Chairman



**Deb Farley**  
Volunteer Co-ordinator



**Helen Simcock-Anthony**  
Administrator

**Conquest tel: 01823 433614**

**'Out of hours' mobile (Jess Dixon): 07505 179316**

# 9. Community & family



## 10. Nature



### Woodland trails / large indoor arena



### View from the yard towards the Quantocks



# **11. Registration Terms & Conditions**

1. As a new applicant you will be invited to attend an initial 30 minute assessment. This will help us to establish which services/activities will be of most benefit to you.  
**(An assessment fee is applicable: full payment must be made at the time of booking)**
2. An appropriate session will then be agreed on a term time basis and will be at the same time, same day each week.
3. All weekday sessions follow the academic term time and therefore do not run during half term holidays.
4. Saturday sessions run throughout half term holidays with the exception of Christmas & August when the Centre closes.
5. To keep track of fortnightly sessions, continue counting weeks throughout holiday periods.
6. Sessions are charged every half term in advance (via invoice) and need to be paid in full within 14 days of issue.  
**Conquest reserve the right to withhold all services until payment is received.**
7. Payment is for a block of lessons and is non-refundable therefore you will still be charged if you miss sessions due to an occasional appointment, sickness or holiday.
8. We have an official **10 minute** late cut off, arrive after this and you will not be able to take part in your session.
9. Should you wish to cancel your session for any given week, we ask for as much notice as possible (minimum **24hrs notice**) to avoid unnecessary preparation of horses and to allow us to inform our valued volunteers.
10. If Conquest cancels your activity for any reason, you will be credited for the session.
11. To cancel your sessions permanently one month's written notice must be given. Please address all communication to Jess Dixon (the Centre Manager) or email her directly: [jess@conquestcentre.org.uk](mailto:jess@conquestcentre.org.uk). The date of notice will start when written confirmation has been received.
12. The client's progress (including posture and skill level) will be continually assessed in order to adapt, challenge or realign their goals. They may at any stage be asked to change, take a break or terminate their session(s) should their coach feel this is appropriate for them, the Centre or both.
13. For the welfare of the horses and ponies at Conquest, you will be asked to weigh yourself (on the Centre's scales) at least once a term in your complete riding clothes. The information will be kept confidential in your file and will only be used for the purpose of allocating you a suitable horse or pony.

**Registration Terms & Conditions continued:**

14. A coach reserves the right to cut any session short (without a reduction in cost) should it be deemed appropriate.
15. Conquest provide riding hats to current safety standards. The use of your own hat is welcomed as long as it meets the required standards.
16. Dogs are only allowed on site if prior permission has been granted by the Centre Manager, Jess Dixon. Conquest reserve the right to ban any dog if deemed appropriate.



Chantal and Safia back riding on Dylan

## **12. Registration Code of Conduct**

1. I understand that working with horses has inherent risk as they may react unpredictably on occasion.
2. I accept there is risk of personal injury and agree that Conquest will not be held liable for any injury or damage to property unless caused by their negligence.
3. I understand that I will be covered by the Centre's insurance policy.
4. I understand that coaches are there for my safety and agree to follow the instructions given to me by them and all staff whilst on site.
5. I understand that all Conquest coaches, staff and volunteers have been DBS checked (Disclosure and Barring Service).
6. I reserve the right not to ride a horse allocated to me and may request a change of coach.
7. I understand that wearing an appropriate riding hat (and body protector if I choose) may reduce the severity of an injury should an accident happen and agree to always wear a hat whilst riding.
8. I understand the coach will make decisions based on the detail I give and agree to keep them fully updated on all changes to medication (and possible side effects), behaviour, physical, epileptic seizure regularity etc
9. I confirm I will advise Conquest immediately if any of the personal information provided on this form changes in any way.
10. I understand that children are at particular risk around horses and agree that I will keep any children under my care under close supervision when not involved in their session(s).
11. I understand that Conquest have the right to refuse my request to join an activity and can terminate my contract if deemed appropriate at any time.
12. I understand the following behaviour will not be tolerated and may result in the immediate termination of any activities without notice: hostile, abusive/intimidating behaviour, heckling/shouting out during sessions (by participants or bystanders).
13. I understand sessions are not just about riding and that groundwork activities may be involved (leading the horse, grooming etc).
14. I understand that parents/carers/guardians may be asked to help in sessions due to a shortage of volunteers and will therefore need to wear appropriate clothing and footwear on site. I understand that declining help may result in the cancellation of that client's session.

**Registration Code of Conduct continued:**

15. I understand it is the responsibility of all parents, carers and guardians to inform the coach of any medical reason(s) why they cannot assist in a session.
16. I agree that should a coach require additional information on my medical condition (now or at any time) I will provide what is required. I will also be willing to get a medical report from a Medical Professional if necessary and understand there may be a fee for such a report which I understand I would need to pay for.
17. I understand that if I have a complaint or query I can either approach a member of staff whilst on site or contact the Centre Manager (Jess Dixon) directly on email [jess@conquestcentre.org.uk](mailto:jess@conquestcentre.org.uk) or telephone 01823 433614.

## **Next step:**

**If you agree to abide by the Terms and Conditions plus Code of Conduct, as stated in sections 11 and 12, please proceed to sign and date the Agreement (on your Registration Form).**

### **Don't be a DNS (did not show!)**

**It takes a great deal of time and effort to organise volunteers and to prepare the horses for each session.**

**Therefore please give us as much notice as possible (min. 24hrs) should you/your child or client be unable to attend your agreed session.**

**Telephone the main office on  
01823 433614**

**Our answer machine is available at all times should staff be otherwise engaged.**

**Note: Your session slot will be under threat of re-allocation if repeatedly missed without prior notification.**



**Registered Charity Number: 1103883**

**Tel: 01823 433614**

All Conquest Centre policies are available to view on our website alternatively contact the main office on the telephone number above.

**Keep in touch:**



[info@conquestcentre.org.uk](mailto:info@conquestcentre.org.uk)



<https://twitter.com/ConquestCentre>



[www.conquestcentre.org.uk](http://www.conquestcentre.org.uk)



'Conquest Centre for Disabled Riders'