MADRIX EQUESTRIAN

Bookings, Fees & Cancellations

GENERAL TERMS AND CONDITIONS | Issued 13 November 2026

1. Scope and agreement

These terms apply to Madrix Equestrian lessons, training sessions, clinics and events. Read them before booking or entering. The relevant information pack, quotation and event rules form part of the booking when supplied beforehand. Any special arrangement must be confirmed in writing. Nothing in these terms limits rights that cannot lawfully be excluded.

2. Booking and communication

Provide accurate participant, horse, contact and delivery details. Confirm dates, venue, session type and requirements with Madrix. A booking is secured once Madrix confirms availability and the required payment has been received. Keep proof of payment and use the payment reference supplied.

3. Fees and payment

Fees and any travel, venue, courier or additional charges must be disclosed before booking. Pay the agreed amount by the stated deadline. Madrix may withhold confirmation or participation where an agreed payment remains outstanding, subject to applicable law. New prices do not change an existing confirmed booking without agreement.

4. Clinic bookings

Clinics cost R650 per combination for a two-hour session, with a minimum of four combinations. At least 50% of the total Madrix fee is payable to secure the date. The organiser is responsible for the bulk payment in full no later than one week before the clinic. Hosts may add their own clearly disclosed markup. Hosts must arrange a suitable working area and provide light snacks and water for Madrix between combinations.

5. Cancellations and changes

Notify Madrix in writing as soon as you need to cancel or reschedule. Any service-specific cancellation terms must be supplied before payment. Any cancellation charge must be reasonable and lawful, taking account of notice, the service reserved and the opportunity to fill the booking. Deposits are not automatically forfeited. Where the Consumer Protection Act applies, no cancellation fee is charged for qualifying death or hospitalisation circumstances.

6. Weather and supplier cancellations

Outdoor activities depend on safe weather, footing and venue conditions. Light rain may allow a session to continue if safe; dangerous conditions require a pause, postponement or cancellation. Madrix will communicate changes promptly. If Madrix cancels and cannot supply the service, participants may choose an agreed alternative or a refund for the unprovided service, subject to applicable law.

Welfare, Safety & Participation

7. Welfare and conduct

All participants must follow the Madrix Horse Welfare Charter, seven pillars, Rider Code of Conduct and reasonable instructor and venue rules. Communication, Connection and Confidence guide the work. Abuse, intimidation, bullying and unsafe handling are unacceptable. Training must respect the horse's physical and emotional capacity.

8. Equipment requirements

Madrix activities are bitless, whipless and spurless. Only Madrix-approved bitless bridles may be used; mechanical bitless bridles, including shanked or leverage-action hackamores, are prohibited. Obtain approval before use if unsure. Equipment approval does not replace checks for individual fit, condition and comfort.

9. Participant responsibilities

Wear appropriate safety footwear and clothing, and a correctly fitted, fastened riding helmet when mounted or whenever required for the activity. Arrive on time with safe, suitable equipment. Do not participate while impaired by alcohol or drugs. Maintain safe distances and obtain permission before handling another person's horse.

10. Disclosures, minors and authority

Disclose relevant participant health needs, injuries, horse health concerns, behaviour and previous incidents before participation, and update Madrix if anything changes. Complete any required disclosure form. A parent or legal guardian must consent for a participant under 18 and arrange appropriate supervision. Participants must have the horse owner's permission.

11. Important horse-activity risk notice

Horses can react unpredictably, including kicking, biting, bolting, rearing or falling. Riding and handling can result in serious injury, death or property damage even where precautions are taken. Read this notice before participating and ask for clarification if needed. Inform the instructor immediately if you feel unsafe. This notice is not a waiver of your legal rights or an exclusion of liability.

12. Pausing sessions and training outcomes

Madrix may adapt, pause or stop an activity where horse welfare or safety is at risk. Participants may request a break. Where a session ends early, any payment adjustment will be considered fairly in the circumstances and under applicable law. Progress differs between combinations; no particular result or timeframe is guaranteed. Training does not replace veterinary or other qualified professional care.

Events, Privacy & Acknowledgement

13. Event entries and judging

Monitor the website and social media for event schedules and requirements. Most events are online; selected events take place at venues. Entry payment and the required video are due with online entry submission. Entries and videos must accurately represent the combination and comply with the published class rules. Judging can take up to seven working days; additional delays will be communicated.

14. Results, prizes and delivery

Participants will receive their results privately before publication on social media. Rosettes are the main prizes; additional sponsored prizes depend on the event announcement. Awarded rosettes will be couriered to the supplied address. Participants must provide accurate delivery details. Courier charges, if any, must be disclosed before entry; delivery problems should be reported promptly to Madrix.

15. Photographs, videos and personal information

Personal information is used to administer bookings, safety, judging, results, payments and prize delivery. Only necessary information should be shared with relevant service providers, such as couriers. Tell Madrix of corrections or privacy concerns. Promotional use of identifiable photos or videos requires separate permission; declining does not prevent participation. A parent or legal guardian must give permission for a minor. Event entry videos are supplied for judging; publicity use needs separate permission.

16. Results publication and learning materials

The event listing should explain what result details will be published. Raise any privacy concerns before entering. Madrix learning materials and tests are supplied for the intended participant use; permission is required for commercial reproduction or resale. Participants retain ownership of their submitted content and authorise its use as needed to administer and judge the entry.

17. Questions, complaints and legal rights

Contact Madrix through the booking communication channel with questions, result queries or complaints, giving relevant details and proof of payment where applicable. Madrix will consider concerns fairly. These terms are governed by South African law and do not remove statutory consumer rights or access to lawful dispute-resolution processes. Changes apply to future bookings unless otherwise agreed.

Participant acknowledgement

I have read these terms and the horse-activity risk notice in section 11, had an opportunity to ask questions, and agree to follow the applicable requirements.

Participant name / parent or legal guardian if under 18:

Signature and date: