

## **Centaur Biomechanics – Rider Biomechanics Session**

### **Frequently Asked Questions**

**Q. How should we timetable the day?**

A. Sessions last 45 minutes and should run back to back without a break please run the sessions back to back.

**Q. Do I need to provide anything for the day?**

A. A power supply is needed for all clinics. For clinics which are in England all that is required is a power supply. For clinics in Scotland, Ireland, Europe and international clinics a table, a monitor with either a VGA or HDMI output and extension cable will be required.

**Q. Can the sessions take place in an outdoor arena?**

A. The Centaur Biomechanics' Rider Biomechanics session can take place in both indoor and outdoor arenas. An indoor school is preferable however, in cases where an outdoor school is used, please ensure that there is access for a car. In poor weather, a car will be used to house the equipment.

**Q. Do we need mirrors?**

A. Mirrors are great however, not essential for these sessions.

**Q. How should we pay – Do clients pay individually or does the clinic host pay?**

A. For all clinics, the clinic host is responsible for organising payment to Centaur either via cheque or cash. Payment should be made on the day unless prior arrangements have been made with the Centaur office.

**Q. Who should the cheque be made payable to?**

A. Centaur Biomechanics LTD

**Q. Can we pay via BACS or card?**

A. Sadly due to the volume of riders, we cannot offer BACS as a service. However, we can offer card payments which will be subject to a 2% surcharge.

**Q. What happens if someone does not turn up?**

A. All cancellations on the day including "no shows" will be charged a full session fee.

**Q. Do you have any advice on how to run a successful clinic?**

The clinics are very popular with 98.5% being filled. It is advised to take deposits from riders before the event. Some hosts find that emailing the riders a month before the event, followed by a week before very beneficial. The Centaur office can offer support with its social feeds and website so please keep us updated. We also have marketing material, clinic posters etc. which we can send.

**Q. What time should the clinic start?**

A. Unless otherwise arranged, all clinics start at 9am.

**Q. Should I leave a five-minute gap between each session?**

A. All sessions should run back to back therefore a five-minute gap is not needed.

**Q. Should horses be warmed up?**

A. It is advised for horses and riders to be mildly warmed up.

**Q. What should I wear?**

A. Riders should wear light breeches, long boots, gloves and a correctly fitted hat. Riders will be asked to wear a Visualise Training Jacket which helps highlight positional weaknesses. Please ensure that hair is tied up or a hair net is used.

**Q. How much notice should I give if I cancel a clinic?**

From the time of booking we ask that you keep the office updated with numbers and any potential concerns etc. – this allows us to help. In the event that a clinic needs to be cancelled we require at least 2 weeks' notice, otherwise a cancellation fee will be incurred (session fee x 10)

**Q. What do the riders get to take home from the session?**

A. All riders will receive a written feedback form. Footage from the session can be purchased from Centaur either by purchasing a CD/DVD for £5.00 or a USB stick for £10.00. This has to be arranged on the day.

Please note that as of July 2018 Centaur will not accept personal USB sticks. If riders wish to provide their own USB stick then this must be a new USB stick and must be given to Centaur on the day in its original / unopened package.

**Q. Do I have to complete any forms / paperwork?**

A. The clinic host will have rider questionnaires. We ask that riders complete these as this provides us with useful information. The questionnaire will take approximately seven minutes.

**Q. Can I bring my trainer, Physio and saddler?**

A. We welcome a “team approach”, in all cases coaches, Physio, saddlers are welcome.

**Q. Do I need to bring my horse?**

A. All of Centaur’s sessions require your own horse.

**Q. Do we need to provide refreshments and lunch?**

A. Refreshments and lunch is always appreciated. However, it is not expected.

**Q. How do I secure a date?**

A. For all bookings please email the office, upon which you will receive a selection of dates. These dates will be held for one week. Please ensure that you let the office know if you would like one of the dates as after the holding period the dates will be released.

\*\*\*\*\*

Centaur Biomechanics