

Our Approach

At Wellington Riding we love seeing our clients enjoy and celebrate their riding journey. Sharing those special moments — a first canter, a new skill, a proud achievement — is something we genuinely encourage.

This policy is not about policing your phone. It simply sets out a few clear guidelines to make sure that filming and sharing at Wellington Riding remains a positive experience for everyone — our clients, our horses, and our team.

1. Permission to Film

i Key rule: You must ask your coach's permission before filming or taking photographs during a lesson.

In a shared lesson, you must also check with any other clients present — **especially where children or young people are involved.**

Once permission is given, filming is welcome. We only ask that you are mindful of the guidance below when choosing what to share.

2. Sharing on Social Media

We love to see Wellington Riding content shared positively online! When sharing photos or videos from sessions on any platform (including Facebook, Instagram, TikTok, Snapchat, YouTube, X/Twitter or similar), please follow these simple guidelines:

- Always obtain coach permission before posting footage from a lesson.
- Do not post any image or video that includes a child or young person (under 18) without the prior written consent of their parent or guardian.
- Do not share content that features our coaches, staff or volunteers without their permission — they have a right to privacy.
- Only share content that reflects positively on yourself, other clients, our horses and our team.
- Do not share footage of horses or ponies during incidents or difficult moments — celebrate their achievements and treat them with the same respect you would want for yourself.
- Avoid commentary, captions or posts that could bring Wellington Riding, our clients, staff or horses into disrepute.

If you are unsure whether something is appropriate to share — **please don't.**

3. Children & Young Riders

The safety and privacy of our junior riders is of the utmost importance to us.

- Any image or video featuring a child or young person (under 18) must not be shared on social media without the explicit prior consent of their parent or guardian.
- This applies even when the child is not the main subject of the footage.
- If you are a parent wishing to film your own child, please still seek your coach's permission beforehand and ensure no other young riders appear in footage you intend to share.

4. Online Conduct

Wellington Riding has a zero-tolerance approach to online behaviour that is discriminatory, threatening, abusive, or harassing — whether directed at staff, clients, horses or the business.

Posting content or comments that damage the reputation of Wellington Riding, our team, clients or horses may result in the matter being reviewed and, where necessary, membership or lesson booking privileges being withdrawn.

Wellington Riding cannot be held responsible for comments or content posted independently by clients or third parties; however we will always take appropriate steps to address concerns that are brought to our attention.

5. Questions or Concerns

If you have any questions about this policy, or wish to raise a concern about content that has been shared, please speak with a member of our team or contact us directly.

Thank you for helping us keep Wellington Riding a welcoming, safe and positive place for everyone.

– The Wellington Riding Team

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