

Windsor Great Park Riding Permits

Conditions 2018/19



1. Pre-permit conditions

- 1.1. Submission of an application for a permit shall be taken as acceptance of these conditions.
- 1.2. All riders must hold a current third party liability policy, with a minimum sum insured of £5,000,000 (five million), and a current personal accident policy, and must maintain those policies throughout the duration of their permit. In the case of a riding school, these policies must cover all riders operating from that riding school together with all employees. Copies of both policies must be provided to The Crown Estate Office. If the policies expire within the period covered by the permit, copies of renewal policies must be provided to the Crown Estate Office a minimum of 7 days before the existing policy expires. Failure to do so will result in the permit being cancelled and permission to ride withdrawn. In agreeing to these conditions applicants certify that they hold and will maintain adequate insurance cover.
- 1.3. In addition, applicants for riding school permits must also provide copies of the following documents to The Crown Estate before a permit will be issued or renewed:
 - a) Licence issued by the Local Authority giving approval for the intended permit holder to operate as a riding school;
 - b) Evidence of British Horse Society approval; and
 - c) Riding school Health & Safety Policy and risk assessment (to include emergency contingency planning) in relation to escorted rides.
 - d) Written agreement to provide weekly details of all scheduled commercial rides taking on the estate.

2. Riding Permits and Membership Cards

2.1. Individual Permits

- a) On provision of the documents set out in paragraph 1.1 above and payment of the annual permit fee of £260 individual permit holders will be issued with a pink membership card.
- b) Membership cards are not transferable: they are strictly for use only by the registered permit holder personally. The registered permit holder may not loan, share or sell the membership card. Riding permits are non-refundable.

2.2. Riding School Permits

- a) On provision of the documents set out in paragraphs 1.1 and 1.2 above and payment of the annual permit fee (tbc) per permit riding school permit holders will be issued with white membership cards.
- b) Riding permits and membership cards are not transferable: they are for use only by:
 - i. the registered holder's paying customers throughout their participation in an escorted ride; and
 - ii. the registered holder's employees while acting as ride escorts.

- c) It is the responsibility of riding schools to make their customers aware of these conditions – any rider failing to comply with them will have his or her permit cancelled.

2.3. All Permits

- a) All riding permits are non-refundable
- b) When riding in the park membership cards must be prominently displayed at all times either on the offside of the bridle, on the top 'D' ring on the offside of the saddle, or on the front of the horse.
- c) Lost membership cards must be reported to the police and will only be replaced upon production of the lost property reference number and payment of a £15 fee; broken membership cards will be replaced free of charge.

3. Permitted Riding Areas

- 3.1. Horse boxes are permitted in the horse box car park at Ranger's Gate off the A332. Horse boxes are not permitted in any of the other car parks within Windsor Great Park. Parking horse boxes elsewhere in the Great Park constitutes a breach of these conditions.
- 3.2. Horse Boxes are also permitted in the designated horse box car park along the B3017 Swinley Road (post code SL5 8BB), for the purposes of accessing Swinley Park.
- 3.3. Riding by permit holders is permitted in the Northern Section of the Great Park, as defined in the Windsor Great Park Regulations 1973, and in Swinley Park.
- 3.4. In relation to the Great Park, riders may only enter or leave the park through the following gates:
Double Gates (horse gate)
Bishopsgate
Blacknest Gate
Bears Rails Gate
Rangers Gate
Ascot Gate
- 3.5. The approved route for entering the Great Park from the horse box car park at Ranger's Gate is via the A332.
- 3.6. Key holders may also use the riding track between Shepherd's White's Corner and Wood Pond Gate to Sandpit Gate in South Forest track to access the Great Park. Please note access to the Park via Windsor and Cranbourne Forests is no longer permitted.
- 3.7. Riding is prohibited within the Village, on grass rides (except Queen Anne's Ride), mown verges, mown areas along the Long Walk and in bracken. Riding is also prohibited on the Polo Ground.
- 3.8. Although riding is generally permitted within the Deer Park, Snow Hill (where the Copper Horse statue is situated) is a Site of Special Scientific Interest, therefore access to this area is permitted on tracks only. Access to the Golden Jubilee statue is prohibited.
- 3.9. Riding is permitted during daylight hours, subject to the rights reserved at 4.1 below.

4. Access Rules

- 4.1. Riders are restricted to roads and tracks from 1st November to 31st March. The Crown Estate Commissioners and Deputy Ranger reserve the right to extend this restriction as necessary in the event of periods of inclement weather or to close the whole or parts of the park for riding at any time. The Crown Estate Commissioners and Deputy Ranger will in these situations notify riders or display notices at the park gates detailing the extent and length of closure. Known scheduled closures are set out at 6 below.
- 4.2. Riders must:
- obey track signs and notices restricting access;
 - comply with directions given by estate staff; and
 - wear appropriate riding clothing including an approved riding hat and suitable safe footwear. Riding school employees must wear reflective jackets while acting as ride escorts. Reflective jackets are recommended for all riders when riding in inclement weather.
- 4.3. Riders must not:
- ride at a pace faster than a "hand canter";
 - ride recklessly in a way which could endanger the safety or interfere with the comfort and convenience of other users of the Park including racing, jumping, riding more than four abreast and showing, trying exercising or breaking-in horses; and
 - be accompanied by dogs.
- 4.4. Riding schools must ensure that each group of riders entering the Great Park is under the control of a competent escort. Groups must not exceed seven riders including the escort or escorts (e.g. if two escorts are required for a group of less experienced riders the party would consist of two escorts and a maximum of five paying customers).

5. Permit Revocation or Withdrawal

- 5.1. The Crown Estate Commissioners and Deputy Ranger reserve the right to revoke permits without notice or refund in the event of a breach of any of these conditions, in particular if:
- the permit holder is identified as riding outside of the permitted areas or time and ignoring signage on more than one occasion;
 - a riding permit or membership card is used by anyone other than the registered holder (or the registered holder's paying customers or ride escorts while participating in an escorted ride where the registered holder is a riding school); and
 - the permit holder fails to clearly display the appropriate membership card on more than one occasion.
- 5.2. The Crown Estate Commissioners and Deputy Ranger reserve the right to cancel permits on provision of 30 days written notice for any reason. Permits are non-refundable.

6. Liability

- 6.1. Permit holders will be held responsible for all claims and demands whatsoever on the part of any person whomsoever in respect of any injury, loss or damage arising out of or in consequence of the exercise of the rights and liberties given by the permit.

- 6.2. The Crown Estate Commissioners and their agents accept no responsibility or liability whatsoever for any loss, injury or damage which may be occasioned to the permit holder, his horse or to customers of riding school permit holders. The Crown Estate is not responsible for checking the adequacy or validity of any insurance policy or licence held or risk assessment completed by the permit holder.

7. Advisory Notes and Scheduled Closures

- 7.1. Riders are advised that there are many obstacles in the Park, including concealed ditches and rabbit holes.
- 7.2. Windsor Great Park is a popular recreational destination and is visited each year by over five million people. Riders are therefore asked to pay due care and attention at all times to other visitors and residents, including road users, pedestrians, cyclists and dog walkers.
- 7.3. Riders will, from time to time, meet polo ponies on exercise. Polo grooms have been instructed to reduce speed to a walk when passing other riders: permit holders should do the same.
- 7.4. Scheduled Closures:
- Dukes Lane will be closed to riders during Royal Ascot Week – 19th to 23rd June 2018.
 - The park will be closed to all riders on the following dates:
 - FEI International Endurance Event on Friday 11th May 2018;
 - The Windsor 10km Race on Saturday 29th September 2018 (up until 12:00);
 - The Windsor Half Marathon on Sunday 30th September 2018 (up until 13:00).

Please visit www.windsorgreatpark.co.uk for details of other events taking place inside the Park throughout the year.

If you have chosen to pay by Direct Debit please read the Direct Debit Guarantee below.

This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.

- If there are any changes to the amount, date or frequency of your Direct Debit, Windsor Great Park will notify you at least 14 working days in advance of your account being debited or as otherwise agreed. If you request Windsor Great Park to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit by Windsor Great Park or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society. If you receive a refund you are not entitled to, you must pay it back when Windsor Great Park asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.



Definitions

Under the definitions in the General Data Protection Regulation ((EU) 2016/679) ("GDPR"), The Crown Estate is the Data Controller.

Information We May Collect From You

We may collect and process the following data about you:

- Information that you provide by filling in forms or providing information online to register an interest or to request further information or offers;
- If you contact us by telephone, email, web form or letter, information that forms a record of that correspondence and your contact details;
- If you visit the site in person, information, CCTV images and ANPR information we collect for health and safety and security purposes and to help us understand how our customers use our facility. We will also collect information in order to provide you with wi-fi services and for customer analysis at our sites.
- Information you provide by responding to questionnaires, surveys and competitions and attending events.
- Information you provide as part of your employment with us.
- Information you may provide as part of a tenancy with us.

If you visit one of our dedicated consumer websites or The Crown Estate websites, further information may be collected – please refer to the Privacy Policy available on each website.

We treat all such data as Personal Data for the purposes of GDPR.

Where We Store Your Personal Data

The data we collect is stored on information technology systems owned and run by or on behalf of The Crown Estate or on systems run by those businesses processing it on our behalf. All information you provide to us is stored on secure servers. Unfortunately, the transmission of information via the internet is not completely secure and although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted over the Internet to our site; any transmission is at your own risk. Once we have received your information, we will use all necessary procedures and security measures to try to prevent unauthorised access, loss, disclosure or amendment.

How Your Personal Data Will Be Processed

We use information about you in the following ways:

- To provide you with information on products, services offers and events provided by us or our retail tenants that you request or which we feel may interest you where you have consented to be contacted for such purposes;
- To notify you about changes to our service;
- To carry out obligations arising from contracts, leases or agreements entered into between you and The Crown Estate;

- To perform surveys and analysis with the aim of improving the services we provide;
- To ensure that your visit to our site is safe and secure.
- To manage your tenancy or employment.

We may give your personal data to third parties where:

- It is necessary for them to provide you with services on our behalf;
- They provide profiling of our customer base so we can understand our customers better;
- We are under a duty to disclose or share your personal data in order to comply with any legal obligation or in order to enforce agreements or contracts or to protect our rights, our property, or the safety of our customers or others. This includes exchanging information with other companies and organisations for the purposes of fraud prevention and credit risk reduction.

We will not share your personal data with a third party for the purposes of direct marketing.

Your Rights

You have the right of access to your information.

This includes a description of the data being processed, the purposes of processing and any recipients to whom the data is disclosed. To exercise this right, you must make a Subject Access Request in writing to the Data Protection Officer at The Crown Estate, 1 St James's Market, London SW1Y 4AH, stating the information you require. We do not charge a fee. We may contact you to verify your identity or to clarify the precise information you require before processing your request, and will answer your request within one month.

You have the right to ask us not to process your personal data for direct marketing purposes. You will be given an opportunity to opt in to processing for direct marketing purposes when you first engage with us. However, you can withdraw your consent to receive marketing material at any time by contacting us on the address above.

You have the right to rectify your personal data at any time.

You have the right to have your personal data erased under certain conditions.

You have a right to restrict or object to some forms of data processing.

You have the right to prevent any unwarranted processing likely to cause damage or distress.

If you feel that a situation has arisen or may arise and you wish to learn more about these rights or to exercise those rights, please contact us on the address above. Please note that this will not include processing where it is necessary to fulfil a contract or where a legal obligation for us to process the information exists.

Transfer of Personal Data Outside the European Economic Area. We will not transfer your personal data out of the European Economic Area.