



## WELCOME TO CHILTERN YOUNG RIDERS

Thank you for booking a course with Chiltern Young Riders. Your booking is confirmed and we look forward to meeting you soon.

Please find below some important information which hopefully you will find useful.

### THE TEAM

You will soon meet the team which consists of Simon Newell (Owner and Instructor), Mark Benton (Instructor & bike maintenance), Richie Metcalfe (Instructor and freestyle guru), Caroline Newell (admin) Ben Hardie (Assistant) and Holly (our small Australian Labradoodle). All (apart from Holly) have been working at / riding with Chiltern Young Riders for many years and are first aid trained. Over time, your son / daughter will probably have lessons with each instructor.

### DIRECTIONS

The track is in Berkhamsted and can be a little difficult to find. Please make sure you go to Berkhamsted and not the office in Amersham. The location page on our website gives clear directions and the best postcode to use. It's advisable you print and take the maps with you.

### TIMINGS

Our lessons run on the hour every hour so it's important we start on time. It does take a while to get ready so please arrive at least **twenty minutes before** your lesson is due to start. I'm afraid we are unable to wait for those who are late or make up missed time.

### REMINDERS – For courses only

Although reminders are sent approximately a week before your course is due to start, it is your responsibility to make a note of your booking. Courses usually run for four consecutive weeks but occasionally there is a break in between or a five-weekend month. Please see the Bookings Page on our website for course dates.

## **FIRST LESSON**

During the first lesson it is important we spend some time showing children the kit required, how to secure their helmets correctly and going through our starting procedures. There could be up to six new starters on the lesson and this could take a while. We do, however, aim to have all children riding for 30 / 40 minutes.

## **KIT**

All safety kit, i.e., boots, knee & elbow pads, body armour, trousers, top, neck brace, helmet and gloves are provided; all of which are put on top of your son / daughter's clothes. Some of our kit appears old (and sometimes muddy) but it is suitable for lessons. We suggest, however, that you should consider buying your own kit (even if it's just boots and / or a helmet) should your son / daughter wish to attend on a regular basis. If required, we can put you in touch with a retailer who offers favourable rates for CYR students.

Either Caroline and / or Ben will be around the first couple of weeks to help your son / daughter get ready but we do ask parents to get involved as we cannot guarantee to always be around to help and it's important your son / daughter starts to get ready as soon as they arrive to avoid a rush.

Please make sure your son / daughter wears old clothes and thick socks. Our kit is not waterproof so bring spare clothes, especially socks if it's been raining. We strongly advise children wear thin trousers and thin long sleeve tops when it's hot, no shorts or t-shirts please.

## **FITNESS**

Motocross is a physical sport and its important children are fit and have good upper body strength. Before attending your first lesson, please ask your child to practice their press-ups. All children attending courses are asked to do ideally ten (or working towards 10) each week before they get on their bike. This will help their bike riding enormously.

## **MISSED LESSONS**

Hopefully you have made sure you are able to attend all lessons. Students are placed in appropriate groups with bikes & instructors booked throughout the day. We are therefore unable to guarantee to make up missed lessons although we try our best for children who have suffered a bereavement or who have been poorly, even then we cannot make any promises.

## **PLEASE DO NOT LEAVE YOUR CHILD UNATTENDED**

Although we will look after your child whilst on lessons, motocross can be dangerous so it's important you do not leave the site. It is also important that all riders under the age of 18 are accompanied by an adult. Any child arriving without an appropriate adult will not be allowed to ride.

## **Safeguarding**

CYR has a child Safeguarding policy document available for any parent or customer to view.

This is in the lodge along with the First Aid Certificates.

## **SPECTATORS**

Visitors are welcome but all must wear high vis jackets and stand in the designated areas. Please ask a member of staff if you are unsure where to stand. Visitors watching children riding on the main track must watch from the lodge viewing balcony or the two designated and signed areas on either side of the main track. Tea & coffee and toilets can also be found in the lodge.

## **RE-BOOKING PROCEDURE**

When you are ready to book your next course, please complete a Rebook Form and send to the office address in Amersham with a cheque made payable to Chiltern Dirt Bikes and dated for the 10<sup>th</sup> of the month **before** the course you are requesting, i.e., 10<sup>th</sup> April for May course. Please state on your form if you can only visit on a Saturday or Sunday and if there are any times we should avoid. If you have not visited for more than a year, for insurance purposes, we will need to treat you as a new customer and a fresh Booking Form will be required. Rebook and Booking Forms can be printed from the Bookings Page on our website. Bookings are on a first come, first serve basis and are not confirmed until received.

BACS payments are only accepted for try outs, private bookings and if you are filling a last-minute slot.

There are many reasons why we only accept post-dated cheques for courses one of them being that many families book multiple courses (some for the whole year) in advance.

Courses do get booked up quickly and often two or three months in advance. We do run a 'reserve list'.

For insurance purposes, a new Rebook Form is required for each course booked.

It is your responsibility and extremely important for you to let us know if your son / daughter develops or is diagnosed with any medical condition(s) which may affect his / her ability to ride or understand instructions.

## **CANCELLATIONS**

Bookings must be cancelled in writing (by email) at least three weeks before you are due to ride. This is for **all** bookings – courses, try outs and private lessons. We will confirm receipt of your cancellation (by email). It is your responsibility to ensure you receive this written confirmation.

We have **never** cancelled due to bad weather and do not plan to. It's important your child learns how to ride in **all** weather conditions, including snow.

## **DOGS**

You are welcome to bring your well behaved, friendly dogs but they must always be kept on a lead at all times. Please ensure you clean up and dispose of any mess your dog may make

## **BIKE SALES / STORAGE**

We often have a good selection of second-hand bikes for sale and can store your bike for you too. We offer Maintenance Courses and Mark can maintain / help maintain your bike for you too if you wish. If / when you are interested, please speak to Simon for further information. If you wish to buy a bike but not from us that's fine but please speak to Simon first to ensure you buy the right size bike for your child.

Please see our website if you have any further queries or email [simon.cyr@zen.co.uk](mailto:simon.cyr@zen.co.uk).

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