

## JACKAROO JILLAROO DOWNUNDER

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FAQ: Answers to the most asked questions.

**1. Where are you located?**

Look under the Find Us link to see where we are on Google Maps.

**2. What is the minimum age for participating**

The minimum age for 2-hour trail rides is five years. Young riders will be led by staff.

The minimum age for 5-day and 4-week Jackaroo Jillaroo Adventure packages is eight years.

NOTE: Any participant under the age of seventeen years taking part in *any* activity must be accompanied by an adult (over 18).

Canoe hire does not include instructors and is simply hire of canoe. Participants take full responsibility for their own safety. Life jackets are provided.

**3. Is there a maximum weight allowable for riders?**

No. Our excellent team of horses include gentle, heavy breeds – able to carry our largest and smallest clients!

**4. What should I wear?**

For your own safety and comfort, you should wear long pants, and a shirt that will provide protection from the sun. Collared shirts are recommended to protect the neck from sunburn. Enclosed footwear is recommended. A limited number of boots are available. Sunblock should always be used.

**5. Do I need to wear, or bring, a helmet?**

All riders must wear a current Australian Safety Standard helmet. Helmets are supplied and included in the cost of your booking.

**6. Are your horses safe and quiet?**

Absolutely. Our horses include gentle, heavy breeds that are accustomed to a variety of riders: young and old; inexperienced to advanced. We are renowned for our excellent safety record.

**7. How many people are generally in a riding 'group'?**

The group size can be anything from one person to much larger groups of seventy+ people. We are equipped to handle rides of up to 75 people, providing horses, saddles, and helmets. Our exceptional staff includes two qualified nurses so no matter how large your group, you can be assured of personal attention and a safe ride.

**8. I'm a good rider, but other people in our party have not ridden before.**

Most groups contain riders of mixed ability and many of our riders have never ridden before! We offer our customers the security of knowing that experienced riders will be taken separately throughout the ride to enjoy a faster pace while learners are taken care of by staff at a slower pace. Jackaroo Jillaroo Downunder recommends that unless you are an experienced rider, you should stay with your guide for the duration of your ride.

**9. What should I take with me on my horse ride?**

We recommend you take "as little as possible". Backpacks, large cameras and expensive

sunglasses should be left behind. Small cameras, jumpers, medication and drinks can be taken provided they are firmly secured. Responsibility will not be taken for loss or breakages.

**10 Can I take my camera with me?**

Yes. Bring your camera (small) with you as there will be many photo opportunities on rides and Jackaroo Jillaroo Adventure packages. Some guests like to film their experience in a documentary style and post this on YouTube! Please make sure that you bring a case to carry your camera, that can be secured to your belt.

**11. What happens in bad weather?**

Our rides operate in all but the very worst conditions. Rides are only cancelled if conditions present a risk to horses or riders.

**12. Are you open 365 days a year?**

We are closed over the Christmas/New Year and occasionally at other times as the need arises. Please contact us for operating times.

**13. Do you carry Public Liability Insurance?**

Yes. You will be required to sign a Waiver form before your activities commence. By signing the Waiver, participants agree to indemnify Jackaroo Jillaroo Downunder and its staff against any accidents, loss or liability that they may incur on or during the activities. It is strongly recommended that participants obtain travel insurance.

**14. Is it necessary to make a booking?**

Yes, booking is required. We recommend you try to book as early as possible for Jackaroo Jillaroo Downunder's 5-day and 4-week Adventure packages.

Two-hour trail rides and canoe hire also require as much notification as possible to ensure availability of equipment and staffing arrangements. Phone to check for availability on (02) 67 241 562.

Booking early is recommended to avoid disappointment.

**15. How can I pay?**

We offer the following payment methods:

PayPal (via our website: [www.jackaroojillaroodownunder.com.au](http://www.jackaroojillaroodownunder.com.au));

Direct bank deposit (please contact us for our banking details).

Cash payments will only be accepted for 2-hour trail rides and canoe hire.

We do not have credit card facilities available onsite.

Payment must be made prior to the commencement of activities.