



Visitor Frequently Asked Questions 2023

1. What are your opening times?

Bransby Horses is open 5 days a week Wednesday – Sunday 10am-4pm. We are closed Christmas Day, Boxing Day and New Year's Day.

2. How many equines do you have on site?

There are approximately 250 horses, ponies, donkeys and mules on site at any one time. Not all are at the visitor centre or easily viewed so please do take advantage of our countryside walk to meet as many of them as possible! If you are looking to visit a specific equine or herd, we recommend contacting us on 01427 788464 first to avoid disappointment.

3. Are dogs allowed on site?

Absolutely! We welcome hundreds of dogs each year and have dog drinking stations around the visitor centre. Dogs are permitted in our shops and around the site, we regret that only service dogs are permitted within the main café, though there is a separate dog friendly café area and an outside undercover seating area. We respectfully ask that dogs are not left in hot cars and that any mess is cleaned up.

4. What areas are there available to walk around?

Bransby Horses has six yards on our site over approximately 600 acres. Some of the yards are currently closed for training our equines. Please do call us to check if you are hoping to visit a specific yard or animal on 01427 788464. We have recently set up a country walk that takes you on a safe route around our site where you can enjoy the countryside and see lots of equines. You can view our site map and download our welcome leaflet from the Visit Us page of our website.

5. Can I smoke on site?

Unfortunately, smoking is not permitted on our site due to the nature of our welfare work and flammable materials across the site. There is a smoking shelter in the main visitor car park and on the roadside in front of the visitor centre and by the Clifford Marshall building on the main road through the village.

6. What do you have for Children to do?

Bransby Horses has a large play park to the rear of the visitor centre and a free welfare learning trail suitable for ages 5 and upwards all year round. We also find that even simply popping on your wellies on a wet day, puddle jumping and exploring the countryside can provide lots of entertainment for the children.

7. Do you have gluten free and vegan options?

Yes! The café has vegetarian, vegan and gluten free options. In the gift shop, we have vegan refreshment options and most of our products are made from vegan materials too. We are currently working towards improving this further.

8. What is the café's hygiene rating?

We are proud to hold a 5* hygiene rating, last inspected in summer 2022.

9. How much does it cost to visit?

It is free to park and enter our site! We are often asked why it is free and this is because we view ourselves as a place for the entire community to enjoy, regardless of income and because we want to spread the message of equine welfare to as many people as possible. However, we do ask for donations to support us with our welfare work, rescuing, rehabilitating and rehoming equines in need. Donations can be made in the collection boxes on site, at any of our tills and through the QR codes on the signage around site. Even a small donation can make a difference, so please do consider donating when you visit. Thank you.

10. How do I book a group visit?

We are currently unable to host arranged group visits on or off site. If you would like us to contact you should this situation change, please do let us know.

Alternatively, we offer opportunities to learn about our work and animals as part of our general visitor experience. To find out what's on, please visit www.bransbyhorses.co.uk/visit-us

11. How can I help support your charity work?

There are so many ways you can help to make a difference!

- Donating good quality items for our donated goods and tack selling platforms such as rugs, tack, ornaments, jewellery, stamps, games, toys, books, DVD's etc. These can be dropped off at the visitor centre during opening hours.
- Sell lottery tickets for us. Please phone us on 01427 788464 to find out more.
- Donate to Bransby Horses! You can do this on site when you visit, call us on 01427 788464 or on our website www.bransbyhorses.co.uk and click the button at the top right of the screen. Quick and easy but highly satisfying!
- Fundraise for us. There are so many ways to have fun and help equines at the same time. Email fundraising@bransbyhorses.co.uk or call us on 01427 788464.
- Make purchases from our gift shop, café, donated goods & tack shop and our online shop at www.bransbyhorses.co.uk/shop. All profits from these platforms go towards helping equines in need.
- If you have the space and the knowledge, please consider rehoming a deserving equine from us! Find out more and make an application at www.bransbyhorses.co.uk/rehoming
- Purchase from our Amazon Wishlist or from our eBay shop
- We realise not everyone has the space to take on an equine, or the funds to donate but you can still help! Learn about our work and spread the word for us by reading up on our

website, joining us on one of our social media platforms and sharing our posts or visiting us in person!

12. I have limited mobility, can I access your site?

Absolutely! We pride ourselves on being inclusive for all visitors. To view our Accessibility Statement, please see the footer of the charity's web pages. If you have specific questions, please call the gift shop on 01427 782860 during open hours, Wednesday – Sunday 10am-4pm.

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