



## **Terms of Booking & Cancellation Policy**

### **Bookings**

1. Lessons / events are booked on a first come first served basis, either using the online booking system, in person or by phone / e-mail.
2. All lessons / events must be paid for on booking. Only cash or card payments can be accepted.
3. No lessons slots will be reserved / booked without pre-payment.
4. Horses and Instructors are subject to change with no notice.
5. We reserve the right, in certain circumstances, to alter / change / cancel any bookings. A minimum of 24 hours' notice will be given.

### **Cancellations**

1. A minimum of 24 hours' notice must be given to cancel or rearrange any bookings.
2. Failure to give 24 hours' notice will result in the lesson still being charged at the full price.
3. All refunds are issued as a credit note on your account and may then be used to rebook future lessons / events or to purchase gift vouchers.
4. We aim to remain open for lessons no matter what the weather is. In the event of weather conditions making it unsafe to ride we will contact you to offer an alternative lesson or to rearrange the booking.
  - a. If we have not made contact lessons will be going ahead as normal and any failure to attend will be charged at full price.
  - b. If you are unsure please call or message us to check prior to your lesson.