



## Payment Options and Cancellation Terms and Conditions

To effectively run our business and continue to provide lessons at a minimum cost to you we are implementing the following policy. If you need to cancel a lesson it's important for us to try and replace it asap. We have many people who are away for spots on weekends etc. Please see below for conditions. We hate having to charge for cancellation but appreciate you all understanding and complying with the new terms.

Before you cancel Feel Free to discuss another option during that week. We may have other available spots that might suit you better for that week. Let cancelling be your last option. ☺

### **If you need to cancel your lesson:**

Note: Special Circumstances may apply, in which you will be not charged for the cancellation. This will be up to our discretion at the time. And You will be notified if so.

#### **Cancel a lesson 3 days before commencement.**

No charge will apply.

#### **Cancel a lesson within 3 days**

If we are able to reschedule a different day, during the same week no charge will apply.

If cancelled 30% surcharge will be added to your next lesson.

#### **Cancel within 24hours**

A 50% surcharge of lesson will be added to you next lesson.

#### **No Show**

If you do not show up for you lesson a 100% cost of lesson will apply to your next lesson.

#### **Group Lesson Cancellation**

If you have payed the special term price for a group lesson and have to miss a week unfortunately the lesson price cannot be reimbursed or rescheduled.

However, if you pay individually for each group lesson cancellation terms apply as above.

### **If we need to cancel your lesson**

If we require to cancel your lesson, we will do our best to give ample notice. This will be cancelled at no charge to you and we will do our best to reschedule the lesson at a time that suits both of us. We appreciate your flexibility on weekends as we are a family run business and will need some weekends to attend certain events etc.

Please be aware that due to weather cancellation, this is done for the safety of both horse and rider. And is often given within 1-2 hours of the commencement of your lesson.