



Fee Payments

Please take a moment to review our payment terms to ensure a clear understanding:

- **Self-Funded** Payment Schedule: Fees are due at the start of each half term. This fee will cover the cost for the entire half term's sessions. (Payment plans may be arranged in exceptional circumstances.)
- **Schools, Services & EOTAS** Invoice Schedule: Invoices are issued at the start of each half term. This invoice will cover the cost for the entire half term's sessions.
- **Payment Period:** Once an invoice is issued, payment is required by the due date stated on the invoice. Prompt payment helps us to continue providing high-quality services.
- **Missed Sessions:** Please note that all sessions, including those missed, will be charged for. This policy helps us maintain the availability and quality of our services.
- **Once given a place in our provision, all members & learners have the option to keep that place each half term. Please ensure you confirm whether you'll be keeping the place or not by the final session of the half term. This ensures we have sufficient time to offer any available places to others.**
- **1-1 sessions** – We may be able to offer some flexibility to rearrange 1-1 sessions if given 24hours notice of a change request (subject to availability).
- **Refunds will only be issued for sessions that are cancelled by The Pony Paddocks (when re-arrangement isn't possible)**

If you have any questions regarding these terms or need further assistance, please do not hesitate to contact us.

Thank You.