



CANCELLATION POLICY

Introduction

In line with other riding schools, Coton House Farm Stables has a cancellation policy in order to minimise disruption to staff, horses and other riders, as well as maximising the utilisation of available riding time by offering cancelled lessons to those on the waiting list or increasing the opportunity to find a replacement party booking in case of party cancellations.

Please note that if Coton House Farm Stables cancels lessons (e.g. due to poor weather) no payment will be due. If payment has been made in advance, in the event of cancellation by Coton House Farm Stables it will be carried forward to the available lesson or refunded accordingly.

1. Cancelling your riding lesson with at least 24-hours notice

If you know that you are unable to attend your lesson more than 24-hours prior to the time it is due to take place, please notify Helen on 07985 172258 at the earliest opportunity. There is no charge for cancelling your lesson with more than 24-hours notice. Coton House Farm will offer the lesson to other riders.

2. Cancelling your lesson with less than 24-hours notice

If you cancel your lesson within 24-hours of the time it is due to take place, you will be required to pay for the lesson in full by BACS prior to the start of the next lesson. If payment for the cancelled lesson has not been made, Coton House Farm Stables reserves the right to not allow the rider to take part in the next lesson.

3. Failure to attend

Any rider who fails to attend a lesson without contacting Coton House Farm Stables will be expected to pay the full value of the lesson. Failure to do so will result in future lessons being withheld.

4. Multiple cancellations/failures to attend

If a rider cancels or fails to attend 3 lessons in a row, Coton House Farm Stables reserves the right to offer the rider's permanent slot to someone on the waiting list, and the rider will be added to the bottom of the waiting list to await a new slot if they wish to continue regular lessons.

5. Party Cancellations

In accordance with the terms and conditions accepted at the time of booking, cancellation of any party booking will result in the loss of any deposit paid.