

## **24-Hour Cancellation Policy for Activity Days**

We recognize that plans can change unexpectedly. To ensure fair scheduling and optimal use of resources for our activity days, we have established the following cancellation policy:

**Cancellation Period:** Participants must cancel their reservation for an activity day at least 24 hours before the scheduled start time of the event.

**Cancellation Procedure:** Cancellations must be communicated by contacting 07720642886 during our business hours. Please provide your name, contact details, and the date and time of the scheduled activity day when cancelling.

**Cancellation Fees:** There will be no cancellation fee if the reservation is cancelled more than 24 hours in advance. However, if the cancellation is made less than 24 hours before the scheduled start time, a cancellation fee £10 will be charged per participant to cover administrative and opportunity costs.

**Refunds:** Cancellation fees are non-refundable. Refunds for cancelled activity days will not be issued.

**Exceptions:** We understand that certain unforeseen circumstances may arise. In exceptional cases, such as documented emergencies or severe weather conditions, we may waive the cancellation fee at our discretion.

**Rescheduling:** Participants are welcome to reschedule their activity day within a reasonable timeframe, subject to availability, without incurring a cancellation fee.

**Contact Information:** Dare to Dream Pony Parties – 07720642886 – [daretodreamponyparties@gmail.com](mailto:daretodreamponyparties@gmail.com) – 3 Hartwell View, Rabans Lane, Aylesbury, Bucks, HP19 8RU.

Thank you for your cooperation and understanding. Should you have any questions or require further assistance, please do not hesitate to reach out to us.

Sincerely,

Stephanie Davis – Owner and CEO – Dare to Dream Pony Parties.