

24-Hour Cancellation Policy for Pony Parties

We understand that plans can change unexpectedly. To ensure smooth operations and fair scheduling for all our customers, we have implemented the following cancellation policy for pony parties:

Cancellation Period: Customers must cancel their pony party reservation at least 24 hours before the scheduled start time of the event.

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

Cancellation Fees: There will be no cancellation fee if the party 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 of the full amount will be charged to cover administration and opportunity costs.

Refunds: Cancellation fees are non-refundable. Refunds for cancelled parties 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: Customers are welcome to reschedule their pony party within a reasonable timeframe, subject to availability, without incurring a cancellation fee.

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

Thank you for your understanding and cooperation. If you have any questions or need further assistance, please don't hesitate to contact us.

Sincerely,

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