Horse Riding Cornwall Cancellation Policy

Horse Riding Cornwall works hard to ensure that customers have a great experience. Horse Riding Cornwall put the welfare of their horses foremost and will on occasion need to change lessons accordingly. We hope that people understand.

Horse Riding Cornwall reserves the right to make changes to lessons or instructors if necessary.
Horses are allocated in line with ability, suitability, availability Horse Riding Cornwall reserve the right to allocate horses accordingly.

Horse Riding Cornwall reserves the right to make cancellations at short notice. In every circumstance we will endeavour to notify clients of such changes.

Payment must be made in full at time of booking for all lessons.
Bookings for all lessons close 48 hours prior to the lesson starting.

Once booked, if you are unable to make a lesson and wish to reschedule this can be done via ECpro by the client by logging into their account.
Any cancelled lesson with less than 7 days notice will not be credited to your account.

Credits can be awarded if a lesson is cancelled before 7 days prior to the booking, credits will be awarded to your ECPro account only.
Any type of credit if given is valid for 3 months from issue.
Credit can be passed onto another ECPro client if required.

Refunds are not given

Bad Weather or Extreme Conditions:
Activities might be cancelled in bad weather.
You should call us or email before you leave for the center if the weather is in doubt.
Indoor Riding - might be cancelled when the following weather or conditions occurring:
Heavy Snow.
Heavy Rain and/or Flooding.
Strong Winds.
Electrical Storms.
Power Failure (no lighting for indoor school).
Outdoor Riding - Might be cancelled when the following weather is occurring:
Heavy Snow
Medium/Heavy Rain and/or Flooding.
Medium to Strong Winds.

We reserve the right to cancel riding sessions at any time if this circumstance occurs a credit on ECPro for a ride will be given.

Management's decision is final.

September 2025