

CANCELLATION POLICY



An equestrian facility is a labour intensive and costly undertaking, essentially funded by the horses and ponies being used to provide riding lessons and related activities. Additionally, Instructors and staff who help participants before/during/after lessons have to be booked in advance to provide the training and support which customers rightfully expect. When lessons are cancelled at short notice however, all the committed costs still have to be met. As a result it is necessary to define the Terms and Conditions for Cancellation of all horse/pony related training activities to ensure that the establishment can meet its objectives, and that the facility can be viewed as efficiently and economically managed.

TERMS AND CONDITIONS

- ❖ No monetary refunds will be given, however vouchers may be issued in certain circumstances detailed below.
- ❖ If notice of cancellation is received **LESS than 48 hours** in advance of the scheduled activity, no alternatives will be offered, no vouchers will be issued and the activity is not eligible for transfer (except in extenuating circumstances).
- ❖ For individual bookings if notice is provided **48 hours in advance or more** that they are unable to attend their timetabled session, participants will be given the option to receive a voucher for the equivalent value of the session or to reschedule a make-up session (*see also rescheduling and use of vouchers*).
- ❖ If we are unable to offer ridden training due to extreme weather or unforeseen circumstances, stable management or equitation theory training will be available instead, or participants have the option to receive a voucher for the equivalent value of the session / to reschedule a make-up session (*see also rescheduling and use of vouchers*). However, as a general rule, riders are expected to arrive dressed to ride in all weathers **with suitable outdoor clothing befitting the weather conditions**.
- ❖ In the unlikely event that HMSEA has to cancel a lesson or an activity completely, riders will be given the option to receive a voucher for the equivalent value of the session or to reschedule a make-up session at a different time to the usual slot (*see also rescheduling and use of vouchers*).

SHOW ENTRIES

- ❖ Show entry cancellations are non-transferrable and non-refundable, except on production of a doctor's or veterinary surgeons note. In which case a voucher for the equivalent value of the entry fee will be issued.

RESCHEDULING AND USE OF VOUCHERS

- ❖ Any vouchers must be used **within 8 weeks** of the date on the voucher (unless otherwise agreed).
- ❖ Any lessons or activities that are rescheduled may only be rescheduled **once** and must be rescheduled to take place within 6 weeks.
- ❖ If a lesson or activity has already been rescheduled once and is subsequently cancelled, a voucher **will not** be issued in lieu.
- ❖ If a lesson or activity is booked using a voucher and the lesson is subsequently cancelled, a replacement voucher will **NOT** be issued. However, the lesson may be transferred **once** and must be rescheduled to take place within 6 weeks of the cancelled lesson/activity.

LONG TERM ILLNESS/INJURY

- ❖ Riders suffering from a long term illness or injury may request a refund/voucher for missed lessons at a pro-rata rate (less an administration fee of £5) on production of a doctor's certificate. The claim must be made within 2 weeks of the first absence.

CONTACT

- ❖ Horsham and Mid Sussex Equestrian Academy Office on 01273 832989 or office@hmsea.co.uk
- ❖ Any cancellations made by leaving a voicemail message or by sending an e-mail must be confirmed by a member of staff to qualify for transfers/vouchers.