

Wapley Stables Cancellation Policies

All bookings of lessons, events, vouchers purchases etc are pre-payable and non-refundable for whatever reason.

We have a different cancellation policy for Term payable events and Lessons

Please refer to the **Event** Policy for Saddle club, Canter Banter, LH Academy and Summer Camp

Please refer to the **Lesson** policy for lessons and single day sessions

Our strict cancellation policies are as follows.

Events Cancellation Policy

Cancellation for the whole period will require a minimum of 48 hours notice before the first session of the term commencing to receive full credit to the booking system. Thereafter there will be no credit. Missed sessions or days unattended for whatever reason will not be credited in part or full.

Lesson Cancellation Policy

Lessons require a minimum of 24 hour's notice prior to the commencement of the lesson to receive a full credit to the booking system. Less than 24 hour's notice will not be credited in part or full for whatever reason. Notice must be received by the office staff via email, telephone or in person.

Vouchers and credit system balances

Vouchers must be used before their expiration date, unused or expired vouchers will not be credited or refunded for whatever reason

Credit system balances

There will be no refund of any credit balance remaining on the credit system until 12 months have passed from the date of last attendance or credit applied whichever is later. Any refund thereafter will be subject to a 10% administration fee after deduction of any block booking discount that may have been applied