

Wapley Stables Cancellation Policies

All bookings of lessons, events, vouchers purchases etc are pre-payable and non-refundable and non-transferable 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 48 hour's notice prior to the commencement of the lesson to receive a full credit to the booking system. Less than 48 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 are not transferrable and 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.

Any unused balance will be deleted after 12 months from your last attendance. Therefore any credit must be used within 12 months.

There will be no monetary refunds for whatever reason

In the event that we need to cancel your lesson we will give as much notice as possible and the payment you made will be credited in full onto the booking system account to enable you to rebook

NO MONETARY REFUNDS

IF THE CORRECT NOTICE PERIOD IS GIVEN YOUR BOOKING SYSTEM ACCOUNT WILL BE CREDITED FOR YOU TO REBOOK