

Wapley Stables Cancellation, Credit and Voucher Policy

All lessons, sessions, events and vouchers must be paid for **in advance via the Wapley Stables online booking system**.

These terms are available on our website and within our online booking system. By creating and using a customer profile, customers acknowledge and accept these terms.

Lessons - A minimum of **48 hours' notice** is required to cancel a lesson.

- **48 hours or more notice:** the full amount paid will be credited to the customer's booking account for future use.
- **Less than 48 hours' notice:** no credit will be issued and the lesson will be treated as used.
- **No-show:** no credit will be issued.

Cancellation must be made directly to the Wapley Stables office by email, telephone or in person. Notice given to an instructor does not constitute cancellation unless it has also been communicated to the office.

Term Events and Programmes

For Saddle Club, Canter Banter, LH Academy, Summer Camp and other term-based programmes, a minimum of **7 days' notice before the start of the term or programme** is required for cancellation.

Where at least 7 days' notice is provided, the amount paid will be credited to the customer's booking account for future use.

Once a term or programme has commenced, missed or unattended sessions will not be credited.

Credit Balances

Credit must be used within **12 months of the customer's last attendance** at Wapley Stables.

Credit remaining after 12 months **may expire and be removed from the booking system**.

Credit is **not exchangeable for cash**.

Credit may be gifted or transferred to another person with the prior agreement of Wapley Stables. The original expiry date and these terms will continue to apply.

Vouchers

Vouchers must be used before their stated expiry date.

Expired vouchers cannot be used and vouchers are **not exchangeable for cash**.

Cancellation by Wapley Stables

If Wapley Stables cancels a prepaid lesson, session or event, we will provide as much notice as reasonably practicable.

Where an alternative cannot be provided, the amount paid will be credited to the customer's booking account.

Statutory Rights - Nothing in these terms affects any statutory rights that cannot legally be excluded or restricted.