

Currypool Equestrian's Fees Policy



Cancellation by the Customer:

Because our sessions involve a specific date and time and require horses, facilities, coaches and equipment to be allocated in advance, cancellations can result in a place that we are unable to refill.

We understand that plans can change. As our sessions are booked for specific dates and times, we require at least 24 hours' notice if you need to cancel.

More than 24 hours before the session:

You may request a transfer to another available session or a refund of your booking payment.

Less than 24 hours before the session:

Bookings cancelled with less than 24 hours' notice are non-refundable and non-transferable. This is because we may be unable to fill the place at short notice.

Non-attendance:

If you do not attend your booked session and have not contacted us in advance, the booking will be treated as a cancellation without notice and no refund or transfer will be available.

Where possible, and at our discretion, we may offer a transfer or refund if we are able to fill the cancelled place.

Exceptional Circumstances:

We understand that genuine emergencies and unforeseen circumstances can occur.

Where a customer is unable to attend due to exceptional circumstances, Currypool Equestrian may, at its discretion, offer a transfer, credit or refund. Each situation will be considered on its individual circumstances.

Cancellation by Currypool Equestrian:

If Currypool Equestrian has to cancel a session, customers will be offered a transfer to another suitable session or a refund of the affected booking.

This may include cancellations due to unsafe weather or ground conditions, horse welfare, staff availability, facility or equipment issues, or other circumstances outside our reasonable control.

Where possible, customers will be given as much notice as reasonably practicable.

Non-attendance:

Failure to attend a booked session without providing notice will normally result in the booking being forfeited and no refund being due.

These cancellation charges reflect the reasonable costs and loss of opportunity associated with holding a place, rather than being intended as a penalty.

Currypool Equestrian may use discretion in exceptional circumstances.

Currypool Equestrian's Fees Policy



Transfers & Finding a Replacement:

Where permitted under the cancellation policy, a customer may request to transfer their booking to another suitable session.

Transfers are subject to availability and any relevant differences in session price.

A booking may not be transferred to another person without prior agreement from Currypool Equestrian, particularly where the session involves riding, horses or equipment, as the replacement participant may need to meet specific suitability, experience, age or safety requirements.

Arrival & Late Attendance:

Participants should arrive in advance of the time stated in their booking information.

Late arrival may reduce the participant's available riding or instruction time where the session cannot safely be delayed.

Where a participant arrives too late to participate safely or appropriately, the booking may be treated as a non-attendance, and the normal cancellation policy will apply.

Vouchers, Credits & Promotional Offers:

Where Currypool Equestrian offers a credit, voucher or alternative booking instead of a monetary refund, the terms applying to that offer will be explained at the time it is provided.

Vouchers and credits cannot normally be exchanged for cash unless required by law.

Refunds:

Where a refund is due under these Terms, it will normally be made using the original payment method.

Refunds will be processed within a reasonable period and, where applicable, within any period required by law.

Nothing in this policy affects a customer's statutory rights.