

Poldice Valley Equestrian Limited – Booking, Cancellation & Payment Policy

These terms and conditions apply to all activities operated by Poldice Valley Equestrian Limited, including Horse Riding Cornwall, the Changing Lives Through Horses programme and Alternative Provision.

1. Horse Riding Cornwall (Riding School)

General

Horse Riding Cornwall works hard to ensure every rider has a safe and enjoyable experience. The welfare of our horses is always our highest priority and, on occasion, lessons may need to be altered to ensure their wellbeing.

Poldice Valley Equestrian Limited reserves the right to:

- Change instructors where necessary.
- Change lesson times or activities.
- Allocate horses based on rider ability, suitability, welfare and availability.
- Cancel lessons at short notice where circumstances require.

Wherever possible, clients will be notified as soon as reasonably practicable.

Management's decision is final.

Payments

- Full payment is required at the time of booking.
- Bookings are only confirmed once payment has been received.
- Bookings close **48 hours** before the lesson start time.
- Refunds are not available

Cancellations & Credits

If you are unable to attend your lesson, you may reschedule your booking through your ECPro account.

- Lessons cancelled **7 days or more** before the booking will receive a credit to the rider's ECPro account.
- Lessons cancelled with **less than 7 days' notice** are not eligible for a refund or credit.
- Credits remain valid for **three months** from the date of issue.
- Credits may be transferred to another ECPro customer if required.

Weather & Safety

Safety of riders, horses and staff always comes first.

If weather conditions are uncertain, please contact us before travelling.

Indoor Riding may be cancelled due to:

- Heavy snow
- Heavy rain or flooding
- Strong winds
- Electrical storms
- Power failure affecting the indoor arena
- Extreme heat
- Any other conditions considered unsafe by management

Outdoor Riding may be cancelled due to:

- Heavy snow
- Medium or heavy rain/flooding
- Medium to strong winds
- Extreme heat
- Any other conditions considered unsafe by management

Where Horse Riding Cornwall cancels a lesson due to weather or safety concerns, an ECPro credit will be issued. No cash refunds will be given.

2. Changing Lives Through Horses Programme

The Changing Lives Through Horses programme is an educational course delivered over a planned programme of sessions and is not operated as individual riding lessons.

Bookings & Payments

- Bookings are made on a **per-term basis**.
- Invoices are issued at the beginning of each term.
- Places are limited and reserved specifically for each participant.
- Payment remains due for the full term regardless of attendance.

Attendance

As this is a structured educational programme:

- Missed sessions cannot be transferred.
- Missed sessions are not refundable.
- Credits are not issued for absences due to holidays, illness, appointments or any other reason.
- Sessions cancelled by participants cannot be rearranged.

Where Poldice Valley Equestrian Limited is unable to deliver a session due to circumstances within our control, every effort will be made to rearrange the session where reasonably possible. This cannot be guaranteed.

Horse allocation, instructors and session content may vary according to participant needs, horse welfare and operational requirements.

3. Alternative Provision (Schools, Local Authorities & Commissioned Placements)

Alternative Provision placements are commissioned educational placements rather than pay-as-you-go riding lessons.

Bookings & Invoicing

- Placings are agreed with the referring school, local authority or funding organisation.
- Sessions are booked for agreed days and times for the duration of the placement.
- Invoices are issued in accordance with the agreed commissioning arrangements.

Attendance

Places are reserved exclusively for each young person.

For this reason:

- No refunds or credits are available for non-attendance.
- Sessions missed due to illness, holidays, appointments, exclusions or transport issues are chargeable.
- Missed sessions will only be rearranged where agreed in writing and where staffing and availability allow.

Programme Delivery

Poldice Valley Equestrian Limited reserves the right to:

- Change instructors.
- Change horses.
- Adapt activities.
- Deliver alternative educational activities where riding is unsuitable due to weather, horse welfare or individual risk assessments.

Where it is safe to do so, educational activities will continue even if ridden activities cannot take place.

Should Poldice Valley Equestrian Limited cancel a session due to exceptional circumstances, schools or commissioning bodies will be contacted to discuss appropriate arrangements.

General Weather Policy

The safety and welfare of riders, participants, horses and staff will always take priority.

Activities may be cancelled, postponed or adapted in the event of:

- Heavy snow
- Flooding
- Electrical storms
- Strong winds
- Extreme heat
- Power failures affecting the indoor arena
- Any condition deemed unsafe by management

Where possible, alternative educational activities may be offered instead of ridden sessions.

General Conditions

By making a booking with Horse Riding Cornwall or enrolling on the Changing Lives Through Horses programme, or by commissioning Alternative Provision through Poldice Valley Equestrian Limited, you acknowledge that you have read and agree to these Terms and Conditions.

Poldice Valley Equestrian Limited reserves the right to amend these Terms and Conditions at any time.

Management's decision is final.