



TLE Equestrian Centre

*****BOOKING AND CANCELATION POLICYS*****

GENERAL POLICY

All bookings must be made in advance.

Cancelations must be made 24 hours in advance failure to give 24hrs notice will result in full payment required.

WEEKEND PRIVATE LESSONS POLICY

Due to popular demand we are having to introduce a new policy for weekend private lessons.

Bookings - Lessons must be paid for in full at the time of booking.

Cancelations - Must be made BEFORE 8pm on the Thursday prior your lesson to rearrange for another time. If a cancelation is not made before this time will you will not receive a refund or be able to rearrange.

Last minute bookings - If you have previously tried to make a booking but we have had no availability please give us a call on Friday between the hours of 10am - 5pm to see if any cancellations have been made.

We hope that this is seen in a positive light as we are trying to be fair for all our customers. We are finding that we are often turning away customers for weekend private lessons as they are fully booked, however on the day people are calling to cancel or simply just not turning up.

NEW CUSTOMER POLICY

New customers must pay a deposit of 50% at the time of booking which is non-refundable.

We have a 14 Stone weight limit. This comply with British Horse Society rules to assist with horse welfare.