

CANCELLATION POLICY

- Before I detail our policy towards refunds - I confirm our position, if in the unlikely event we need to cancel the schooling day (perhaps due to adverse weather). We will e-mail everyone who has booked by 16.00hrs the day before the event, and additionally, we will put a note on Facebook "Horseheath horse trials", to say that it has been cancelled.

If you do not receive an e-mail, or see anything on Facebook, then the schooling day is going ahead.

In the event that we do cancel – we will be happy to refund you in full.

- Now – our policy on Cancellations/refunds;
 1. Firstly – I hope that you are only looking at this page out of interest....and not because you need to! If however you are looking because you need tothen poor you, and I am really sorry that you are now not able to come!
 2. Individuals
If you need to cancel your booking, then in order to obtain a refund (full refund less a £1 administration fee to cover postage and cheque), you need to telephone the Estate Office 01440 783661 at least 48hrs before you are booked in. I am afraid we need this amount of notice – so that we can fill your space. We are not able to offer you a refund if you provide us with less notice than this.
With regret – we are not able to take your cancellation by e-mail or by text – you must please speak to us by telephone (office hrs; Mon-Fri 07.30 – 17.00).
 3. Block bookings/Clinics
If you need to cancel your booking, then in order to obtain a refund (full refund less a £1 administration fee to cover postage and cheque), you need to telephone the Estate Office 01440 783661 at least 72hrs before you are booked in. I am afraid we need this amount of notice – so that we can fill your spaces. We are not able to offer you a refund if you provide us with less notice than this.
With regret – we are not able to take your cancellation by e-mail or by text – again - you must please speak to us by telephone.