



TRAIN EQUUS

Improving communication between you and your horse

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Cancellation Policy

Cancellation of a booking must be made within 7 days of the booking date in order for a full refund to be given. Cancellations should be emailed to lynn@trainequus.co.uk who will send you an acknowledgement receipt by reply. Please keep your acknowledgement receipt for your records.

Train Equus reserves the right not to refund participants deciding to cancel a booking 8 days or more after the booking date. If participants decide to cancel their booking 8 days or more after the booking date Train Equus will transfer them to the same camp at a later date or offset the booking fee against an alternative Train Equus clinic. Where no future clinic is to be held a 100% refund (less transaction costs) will be issued to any cancellation received prior to the clinic starting.

Refunds, transfers and offsets will not be offered to participants failing to attend the Train Equus clinic on the appointed day(s) without 48 hours written notice. Cancellations should be emailed to lynn@trainequus.co.uk or text to Lynn on 07834 067088 who will send you an acknowledgement receipt by reply. Please keep your acknowledgement receipt for your records.