

Unfortunately, as a business we are unable to sustain the ongoing problem we have with late cancellations and clients who fail to turn up for their lessons. We regret having to do this however it is in line with a lot of other B.H.S. Riding schools and businesses who have encountered the same problem. Payment can be made over the phone by credit/debit card or in person. Once a lesson is booked it may be transferred once only provided appropriate notice is given.

Late cancellation of lessons means not only loss of revenue for the business but a lost opportunity for other clients.

Clients must appreciate that there is a lot of work and planning that goes in to getting your horse/pony ready for a lesson. It must be brought in from the field, groomed, feet picked out and tacked up; hence why we have a cancellation policy.

Cancellation Policy: By choosing to ride with us at happy hooves and completing our registration form you automatically abide by this policy. Unfortunately, lessons cancelled with less than 24hrs notice or riders that fail to show up for their lesson will still be charged at the full rate. If you need to cancel you can call us on 01768 862153 send a message through facebook or email us at info@happyhoovesridingcentre.co.uk.

Bad Weather: If the weather prevents us from offering riding lessons e.G., torrential rain, snow ice high winds we feel it is very important that riders learn about looking after the horses and ponies and learning how to tack up etc... we also have mr williams our mechanical horse which is excellent at learning riders position and balance through a variety of exercises and would like to offer this if the weather prevents us from riding. We will however cancel if the weather is extreme or roads not safe to travel e.G., ice and snow.