

## TERMS AND CONDITIONS – TRAINING CLINICS

Upon booking a training session you will be asked to agree to our Terms and Conditions which include our refund policy for cancellations. If you have any queries about our Ts and Cs please contact Ruth Mousdale on 07932 726341

### Terms and Conditions

We have a refund policy to allow training to still take place even if there are a lot of late cancellations. The refund policy stands no matter what the reason is for a rider cancellation.

- If an attendee cancels more than 7 days before the training is due to take place, they will receive a full refund.
- If an attendee cancels within 7 days of the training taking place and the place is filled with another rider, they will receive a refund less an admin fee of £5.
- If an attendee cancels with less than 7 days until the training and the space is not filled, they will not receive a refund.

The refund policy for Camps and 2 or more day training courses are as above, but the cancellation period is extended to 14 days.

We reserve the right to

- Cancel a training course. If a course is cancelled, attendees will be advised as early as possible and an alternative date where possible, will be offered. If the alternative date is not suitable for the attendee, a full refund will be issued.
- Make changes to the venue or format of a training course. In the event of such a change, attendees will be contacted at the earliest possible opportunity. If an attendee is unhappy with the advised change and wishes to cancel within the advised time period they will be entitled to a full refund.
- If the reason for a cancellation is beyond our control and is on the day of the course, we will make every effort to contact attendees at the earliest opportunity. We will not be held responsible for any financial loss incurred by the attendee as a result of a cancellation

We will make all reasonable effort to accommodate any special requests made, however we cannot guarantee that any such requests will be met

By completing the booking on a training course you agree that your contact details including emergency contact details, will be shared with the trainer/coach/venue where required. Your details will be used to communicate confirmation of booking and course updates. We will not pass your details onto any third party or other companies. By completing the booking on a training course you agree to us sending you a short customer satisfaction survey relating to our training.