



TERMS OF MEMBERSHIP

THE SUBSCRIPTION

The subscription, which covers the entire cost of your regular designated riding slot, can either be paid monthly by direct debit, or as one lump sum annually via any payment method – annual membership is accepted on the understanding the Member is going to remain with us for at least the next 12 months.

Please note, it is a condition of Membership that all monthly subscriptions will be paid for by direct debit mandate only. Any direct debit mandate that fails or is cancelled by the customer, will incur an additional administration charge of £25, as will be the case for each occurrence thereafter.

Please note subscriptions cannot be transferred to another person or service.

YOUR RIDING TIME

Every member reserves a riding slot on the same day and at the same time each week and we guarantee to provide this space for our Member to use or not, as is their preference (please see *"Cancelling Individual Sessions"* below).

Please be punctual, arriving 5 to 10 minutes before your lesson start time.

YOUR COACH

We have a pool of professional, qualified and experienced riding coaches who are also selected for their empathy with our clients. Whilst you will be assigned your own coach, if they are not suiting you, please do ask to be assigned to another.

CANCELLING INDIVIDUAL SESSIONS

We ask all Members to let us know if unable to attend, even if at the last minute, to prevent your tacked-up horse waiting around unnecessarily.

Group Members – cannot request replacement sessions.

Private Members – can request a replacement for a missed session providing a minimum of 36 hours notice is provided. Please be aware that replacement sessions are not guaranteed and if a convenient slot does not become available within a maximum of a 4-week period after the missed session (including if the session is cancelled by Lavant Equestrian), the lesson will be forfeit. Replacement sessions may only be booked the once and cannot be accrued, refunded or used against an alternative service.

CANCELLING MEMBERSHIP

Membership can only be cancelled by providing notice in writing. No verbal request to cancel membership will be accepted or processed. For monthly subscribers the notice period is 4 weeks notice. There is no cancellation process for annual subscriptions.

Lavant Equestrian LLP is an independent company and as such is entitled to refuse or cancel a membership without providing a reason for doing so.