

# TERMS OF MEMBERSHIP



## THE SUBSCRIPTION

Covers the entire cost of your regular designated riding slot and is either paid monthly by direct debit or as one lump sum annually – annual membership is accepted on the understanding the Member is going to remain with us for at least the next 12 months.

Membership (excluding annual subscriptions) requires a three-month commitment upon joining. This allows you the time to fully immerse yourself and experience the benefits—most clients find it takes 10-12 weeks to hit their stride.

Membership requires monthly payments via direct debit only, a failed mandate incurs a £25 charge.

## 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 members to use or not, as is their preference. Occasionally we may need to rearrange a member's given slot to an alternative, convenient time.

Group Members, please arrive at least 10 minutes before the start of your lesson to allow for preparation. Once the arena gate has closed for the lesson it will be too late to join in. If there is a struggle to make the assigned lesson time, please ask the office to transfer the rider to a day and time that is more convenient.

## 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 from waiting around unnecessarily.

**Group Members** – cannot request replacement sessions.

**Private Members** – can request a replacement for a missed session providing a minimum of 48 hours notice. 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, the lesson will be forfeited. Replacement sessions may only be booked once and cannot be accrued, refunded, or used against an alternative service.

Replacement lessons for Term-Time Members may only be taken during state school term-time dates.

The only two days of the year we are closed are Christmas and Boxing Day – group sessions that coincide with these two dates are not subject to refunds or replacement.

## CANCELLING MEMBERSHIP

4 weeks notice in writing is required for all memberships whether monthly or annual and failure to do so may forfeit the right to return. Verbal cancellation will not be accepted or processed. Annual membership cannot be cancelled within the 12 month subscribed period.

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.