

Cancellation and Refund Policy

Anstead Acres does not issue refunds for activity cancellations.

'Activity' refers to all lessons, clinics, programs, day camps, pony/farm parties or vouchers.

All activities purchased are valid for 12 months from the date of purchase.

Lesson Cancellation

For lesson cancellations, a credit is given if the written (email or text) cancellation is more than 24 hours prior to the beginning of the lesson. Cancellation within 24 hours of the lesson time will forfeit the monies paid for that lesson. Cancellation by verbal message will not be accepted. Should a doctor or veterinary certificate be supplied within 24 hours, specific to the cancelled activity, a full credit will be given.

A lesson credit must be used within 2 weeks from the date of the missed or cancelled lesson and at a different time to your regular scheduled lessons. Should this 'make-up' lesson not be used within this time the credit will expire.

Clinic Cancellation

For Anstead Acres clinic cancellations more than two weeks prior the beginning of the activity, you will receive a full credit. A credit of 50% is given if the written (email or text) cancellation is less than 2 weeks but more than one week prior to the beginning of the activity. Cancellation within one week of the activity will forfeit the monies paid for that activity. Cancellation by verbal message will not be accepted.

Guest Instructors will have their own individual cancellation policies. Should no cancellation policy be displayed the Anstead Acres cancellation policy terms and conditions above will apply to their clinic.

Day Camps and other Riding Activity Cancellations

For day camps and other riding activity cancellations, a credit is given if the written (email or text) cancellation is more than 72 hours prior to the beginning of the activity. Cancellation within 72 hours of the activity will forfeit the monies paid for that activity. Cancellation by verbal message will not be accepted.

A day camp or other riding activity credit must be used within 2 weeks from the date of the missed or cancelled activity. Should this 'make-up' activity not be used within this time the credit will expire.

Pony Party and Farm Party Cancellation

Pony and farm parties have a \$210 non-refundable deposit upon booking.

If cancellation is made greater than 72 hours from the start of the party, a credit is issued to the amount paid for the party less the non-refundable deposit. If cancellation is made less than 72 hours prior to the start of the party, no credit is issued for the amount paid for the party.

Wet Weather

On wet days, activities will still take place unless you receive notification by text from Anstead Acres.