

Refund and Cancellation Policy

Thank you for booking training with The Pony Club. We are committed to providing high-quality learning experiences and want to ensure you understand our cancellation and refund procedures.

Your Cancellation Rights

How to Cancel

To cancel your booking, email courseadmin@pcuk.org with:

- Your name and email address
- Course name and date
- Reason for cancellation

Cancellation / Transfer Timeline and Fees

When You Cancel	Options Available	Fees
More than 21 days before	<ul style="list-style-type: none"> • Transfer to another course 	<ul style="list-style-type: none"> • Free
	<ul style="list-style-type: none"> • Full Refund 	<ul style="list-style-type: none"> • Booking fee retained
7-21 days before	<ul style="list-style-type: none"> • Transfer to another course 	<ul style="list-style-type: none"> • 25% additional booking cost to transfer to a new date
	<ul style="list-style-type: none"> • Partial refund 	<ul style="list-style-type: none"> • 25% cancellation fee
7 days or less before	<ul style="list-style-type: none"> • Transfer to another course 	<ul style="list-style-type: none"> • 50% additional booking cost to transfer to a new date
	<ul style="list-style-type: none"> • Partial refund 	<ul style="list-style-type: none"> • 50% cancellation fee
After course starts or has ended	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • No refund or transfer

Special Circumstances

If you cancel due to illness (with doctor's note) or exceptional circumstances, we may waive cancellation fees at our discretion.

No-Shows

If you fail to attend without prior cancellation, no refund will be provided and there will be no option to transfer to a new date.

Cancellations by The Pony Club

Insufficient Enrolment

- **Minimum delegates required:** Each course needs a minimum number of participants for an effective learning experience
- **Notice period:** We will notify you within 48 hours of the course start date if cancellation is necessary
- **Your options:**
 - Transfer to the next available course (free)
 - Full refund if alternative dates don't work for you
- **Refund timeline:** Within 7 days of cancellation

Trainer Unavailability

Our courses are delivered by experienced, qualified instructors. In rare cases of trainer illness or emergency:

- **First option:** We will provide a suitable replacement trainer
- **If no replacement available:** Course will be cancelled and rescheduled
- **Notice:** 24 hours, when possible, though emergency situations may require same-day notification

Important Notes

- All refunds are processed within 7 days of approval
- Booking fees are non-refundable
- Course transfers are subject to availability
- This policy helps us maintain quality training while being fair to all participants

Questions?

Contact us at courseadmin@pcuk.org for any questions about this policy.