



Lucy Butt
Equine Behaviourist

Cancellation Terms and Conditions

Valid from 10/03/2024

Whilst it is understood that situations arise that are unavoidable and clients have to cancel. Cancellations of less than 48 hours prior to the session will result in a cost needing to be paid.

Many clients are scheduled in the same area to reduce mileage costs. Therefore, cancellations result in mileage costs needing to be covered by other clients last minute.

The following cancellation policy now applies.

Cancellation 24 hours or less before a scheduled appointment: Full cost of the session

Cancellation 48 hours before a scheduled appointment: Half cost of the session

Cancellation for clinics and other events is slightly different. These are non-refundable unless your space can be re-allocated to another participant.

Unfortunately I am unable to make exceptions.

Thank you for all of your understanding with this policy.

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