



## Terms and Conditions

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Valid from 06/01/2024

Updated on 17/02/2025

By booking a clinic/lesson you agree to the below terms and conditions.

Horses' can be unpredictable and are able to cause injury. All appropriate safety precautions have been taken out by myself (Lucinda Butt of Lucy Butt Equine Behaviourist), however it is up to the individual handler to implement safety precautions for themselves.

It is recommended that ALL handlers wear up-to-date safety equipment, this should include (but is not limited to):

- A riding helmet
- Riding boots - ideally steel toe cap
- Gloves

During lessons and clinics, participants are permitted to have ONE supporting person per horse. Any additional supporters should stay behind a fence/in the viewing gallery for the duration of the session. Should they not follow these guidelines they may be asked to leave the premises. These supporters should also not interfere with the training unless directed to.

New clients are required to pay a 25% non-refundable deposit to secure your place. This cost will be taken off your total for the session.

### *EMAIL*

lbequinebehaviour@gmail.com

### *WEBSITE*

[www.lucybuttequinebehaviourist.com](http://www.lucybuttequinebehaviourist.com)



## Cancellation Terms and Conditions

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Valid from 10/03/2024

Updated 17/02/2025

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 and by booking a service you agree to this cancellation policy.

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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