

RIDER INFORMATION / CANCELLATION POLICY/TS&C,S

To secure your booking we require a non-refundable deposit of 50% of the total booking cost.

Please email us at [cairnhousetables@gmail.com](mailto:cairnhousetables@gmail.com) to confirm when payment of deposit has been completed.

Payment can be made via Internet Banking/BACS.

Sort Code: 80\*\*\*\*\*

Account No: \*\*\*\*\*

Account: Dawn MacAlister T/A Cairnhouse Riding Centre

Reference: Your name and date of booking

If you are already on the Island you can call in and pay by cash.

Rides may be postponed in the event of bad weather. Please telephone 07721347756, text or email [cairnhousetables@gmail.com](mailto:cairnhousetables@gmail.com) at least one hour before your ride IF WET OR WINDY to confirm that your ride will be going ahead. We will make every effort to contact you, (please ensure you have provided a contact mobile number and/or where you are staying) but please remember some mobile phones do not always have full coverage on the Island. If you have not heard from us and are in doubt, please contact us.

Should you need to alter the time/date of your booking, please contact us and we will endeavour to find a more suitable time. Please understand this may be difficult at holiday times without sufficient notice. Cancellation will result in loss of the deposit. Your deposit will of course remain valid should we have to postpone your ride in the event of bad weather. We understand that weather/technical faults for the ferry may affect your travel plans and we urge you to contact us in the first instance in the event of a delay/cancellation. Refunds and credit notes may be given in such situations at the discretion of Cairnhouse Riding Centre with sufficient notice.

**For Safety Reasons Please Do Not Take Video Footage or Photographs During Your Visit Unless Authorised By Dawn or a Member Of Staff.**

**There will be opportunities to take photographs and video clips at designated stops while out riding.**