

Terms and Conditions for Pony Sessions at Chalfont St. Peter

Booking and Payment:

- All sessions must be pre-booked and paid for in advance.
- Availability is limited, and spaces are subject to confirmation before payment.
- Payment must be made within 24 hours of confirming your preferred date and time, or the slot will be automatically released.
- Payment details will be provided once you have confirmed the details requested in our initial email.

Session Information:

- Each slot accommodates up to two adults and one child, one adult, or one adult plus carer per pony.
- The recommended age for children is 4 years and above. Discretion is advised for children aged 2-3 years.
- Children aged 6 or under must each be accompanied by an adult.
- Sessions include grooming and walking a pony and, time and weather dependent, the opportunity to meet some of the other rescue ponies and hear about their stories. There is no riding involved.

Costs:

- The cost for one adult and one child is £11. The session lasts approximately 45-60 minutes.
- Special rosettes are available for purchase at £2 each, in advance or payable on the day in cash with exact change.

Location:

- Directions to The Sanctuary at Roberts Lane, Chalfont St. Peter, will be provided upon confirmation of booking.
- Please note we have no toilet or washroom facilities on site.

Additional Information:

- Only one adult or one adult and one child per pony is allowed, to ensure proper supervision.
- Arrive promptly at your allocated time and consider wearing gloves when handling the ponies.
- Suitable attire, such as wellies, hiking boots, or trainers, is required. Open-toe shoes are not permitted for health and safety reasons. **During the wetter months, the paddocks are muddy and it is essential you wear wellies.**

Cancellation

- Should you need to cancel your booking, please provide at least 48 hours' notice to avoid a £5 cancellation fee. For cancellations made with less than 24 hours' notice, the full session fee will be charged.
- We also reserve the right to cancel sessions due to adverse weather conditions or unforeseen emergencies. In such cases, we will provide a voucher for you to rebook another pony session within one year from the original date