



# walksublime

WALKING WITH HORSES  
IN NATURE™

WalkSublime

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## Booking & Registration Policy

**Please note: Your online payment reserves the date/time of your choice and becomes a secured booking when we receive your completed registration forms.** We will email these within 24 hours of confirmation of your reservation. Keep an eye on your spam folder and in the rare case you don't receive your forms within 24 hours, please contact us. **\*\*In line with our insurance, should we *not* receive your completed forms 24 hours in advance of your session time, your paid reservation is automatically forfeited. No refunds will be given.\*\***

## Unpleasant Weather Policy

We intend for our horses, guests and trail guide to enjoy their time together. Should weather conditions be unpleasantly hot, wet or wild, we will contact you via mobile 2-3 hours before your session time to recommend rescheduling. We ask you to trust in your guide's judgment, as any decision to reschedule is at our sole discretion.

**No refunds are offered though the reschedule is to a day that suits you, as available (weekday / weekend per your reservation) within a six week period.** If you don't hear from us, your session is going ahead as planned!

## Mobile Device Policy

To get the most out of this experience - being fully present with your horse in nature - and to give your horse the sole (soul) attention he or she will give you, we respectfully advise **\*\*mobile devices are to be left in the car on arrival\*\***. Your guide carries a fully charged mobile phone on the trail in case of emergency. Please contact us *before* proceeding if this raises concerns for you.

## Human Commitment Policy (no refunds)

Inspired by the daily commitment Mel shows her horses, reschedule requests outside of the above weather policy are not entertained. **Cancellations after a booking is secured will *not* receive a refund** however in the case of exceptional circumstances, at our discretion, we may happily invite you to reschedule within six weeks of the date of your session.