

RIDER INFORMATION / CANCELLATION POLICY/TERMS AND CONDITIONS

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

Please email us at cairnhousestables@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.

WEIGHT LIMIT AND RIDER SUITABILITY CLAUSE

For the safety and welfare of our horses and riders, a maximum rider weight limit of 79kgs/12.5 stone/179 lbs. applies. This limit is strictly enforced and may vary depending on the horse allocated.

All customers are required to provide accurate and honest information regarding their weight and riding ability at the time of booking. We reserve the right to weigh riders on arrival where necessary.

REFUSAL OF SERVICE AND NO REFUND CLAUSE.

If, on arrival, a customer is found to have provided inaccurate or misleading information (including but not limited to weight or riding experience), and we are unable to safely accommodate them, we reserve the right to refuse participation.

In such cases, NO REFUND or rescheduling will be offered.

Rides may be postponed in the event of bad weather. Please telephone 07721347756, text or email cairnhousestables@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 at least 48 hours in advance 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. PLEASE NOTE: As from the 1.4.2026 bookings cancelled due to ferry issues WILL NOT receive a refund.

THEREFORE: WE ADVISE ALL CUSTOMERS TO ENSURE THAT THEY HAVE APPROPRIATE TRAVEL DISRUPTION INSURANCE.