

# CANCELLATION POLICY

## Big Bend, Lajitas & Rio Grande Stables Hourly & All Day Rides

Our Cancellation Policy for **Hourly and All Day Rides** is **72 Hours**.

If something unfortunate occurs that results in the guest cancelling, The Stables will issue a Credit Voucher for the amount of the deposit.

This Voucher is good for a year or slightly more at any of our three (3) Stables. Advance reservations are required for the use of a Credit Voucher and voucher must be presented upon ride day.

**Day of Ride Cancellations** will also result in the issuance of a credit voucher. Partial cancellations may not apply non-rider deposits to balance of trip, though will receive a credit voucher for that portion.

'**No Show's** do not receive any credit voucher and forfeit the entire amount of their deposit.

## Multi-Day and Large Groups

Our Cancellation Policy for Multi-Day Rides is one week for a credit voucher representing the deposit amount, less a **standing Cancellation Fee of \$100**.

Our Cancellation Policy for Large Groups (8 or more) is two (2) weeks out for a credit voucher representing the deposit amount, less a **standing Cancellation Fee of \$100**. One (1) week out cancellations forfeit the entire amount of deposit and payments received with no Credit Voucher issued.

\*Stables may elect to waive Cancellation Fee in some special circumstances.

## The Stables Ride Rain or Shine

Even though we generally ride in most weather conditions, we will not ride in unsafe weather or when trail conditions are unsafe. In the event that The Stables has to cancel, you will receive a full refund.

## Re-Scheduling

We will make every attempt to re-schedule rides as possible. However, if either party is not capable of re-scheduling, the deposit is still converted to a Credit Voucher for future use.