

**Big Bend Stables**  
**Lajitas Stables**  
**Rio Grande Stables**

# CANCELLATION POLICY

*We ride rain or shine! Even though we ride in most weather conditions, we will not ride in unsafe weather or on unsafe trail conditions. If the Stables are the one to cancel the ride, you will receive a full refund or, if possible, a re-schedule.*

**Hourly & All Day Rides:** If a guest cancels a ride at least one week (7 days) before the scheduled ride time, they will receive a full refund

*Day of Ride Cancellations will also result in forfeit of deposit. -*

**Partial cancellations** may not be applied to balance or gratuity. The deposit per cancelled rider is converted into a credit voucher good for a future balance.

**Customer requested Re-Scheduling:** We will make every attempt to re-schedule rides, however, if the Stables are unable to reschedule, the deposit will be converted to a Credit Voucher for future use.

## **Multi-Day and Large Groups:**

**Multi-Day Rides:** Cancelling TWO weeks before ride date will receive a full refund. After the two-week cut-off they will receive a credit voucher for deposit, minus a \$100 cancellation fee.

Large Groups (8 or more): Cancelling two (2) weeks before ride date will receive a refund of deposit, after the two-week cut-off they will receive a credit voucher less a standing Cancellation Fee of \$100.00.

## **Paid in Full Reservations:**

Reservations paid in full but cancelled outside of the appropriate cancellation time frames described above will receive a credit voucher for the required deposit (50% of total) and the remaining will be issued as a refund.

**Credit Voucher:** If something unfortunate occurs that results in the guest cancelling after the One Week cut off, the stables will issue a credit voucher for the deposit only. The voucher is good for a year at any of our three (3) Stables and can be transferred to anyone.

Reservations are required for the use of a Credit Voucher which is only good for the balance of the ride, and the voucher must be presented upon arrival for the ride. A paid deposit is required for the reservation

***The Stables reserves the discretion to waive the cancellation policy in special circumstances***