

Pole Work Clinic – Terms & Conditions

By booking a place at a clinic with John Hales-Tilley, you agree to the following terms and conditions:

1. Booking Confirmation

Your place in the clinic is confirmed only once payment has been received in full.

2. Punctuality

Please arrive in good time for your session. Clinics run to a strict schedule and often operate back-to-back. If you arrive late, you will only receive the remaining time within your allocated session and it may not be possible to extend your time.

3. Cancellations & Refunds

If you are unable to attend your booked session, you are welcome to arrange for another suitable rider to take your place. However, if you cancel and your space is not filled, the booking fee is non-refundable and non-transferable.

4. Rider & Horse Responsibility

All riders participate entirely at their own risk. Riders are responsible for ensuring their horses are safe and suitable to take part in the clinic.

5. Liability

John Hales-Tilley accepts no responsibility for any accident, injury, loss or damage to riders, horses, vehicles, equipment or property while attending or participating in the clinic.

6. Safety

Approved riding hats must be worn at all times when mounted. Appropriate riding attire and safe tack are expected.

7. Clinic Changes

In the unlikely event that the clinic needs to be cancelled by the organiser, riders will be offered either an alternative date or a full refund.

Thank you for your cooperation and understanding.

John Hales-Tilley