

Cancellation Policy

The purchase of Gift Vouchers or Books of Lessons (payable in full at the time of booking) are non-refundable.

We require a minimum of 24 hours' notice for any lesson cancellations. If you provide less notice you will be liable to pay full cost of your lesson.

The 40% deposit due on riding holidays and treks is non-refundable.

If you have paid your balance it will only be refunded if you cancel more than 4 weeks before your trip. If you cancel within 4 weeks, no refund will be provided. We will however provide you with a voucher for you to use on an alternative trip with us at any time within the next 12 months (subject to availability). This voucher will be limited to 80% of the total paid to cover costs incurred because of your cancellation.

In the unlikely event that Wilder Ways cancel a booking, you will be notified at the earliest possible date before the start of your ride and we will provide either of the following, whichever is preferred by the customer:

- a complete refund, limited to the value your booking with Wilder Ways or/
- a voucher for another holiday with Wilder Ways of the same value.

The obligations of these conditions do not apply to cases of force majeure events. ***For the avoidance of doubt, these terms also do not apply during the COVID pandemic. Please see specific COVID cancellation policies below.***

COVID-19 Cancellation Policy

In response to the COVID-19 global pandemic we have added to our cancellation terms as follows. These terms take effect on March 20th 2020 and persist as long as applicable and shall be updated as required to keep in line with Scottish Government Policy.

Dearest Wildlings, past, present & future

Firstly, we want to thank every one of you who has made a booking with Wilder Ways to date and everyone who is considering making one in the future. We appreciate the difficult decisions everyone must make under these exceptional circumstances we have all been forced into through no fault of our own.

We value our customers greatly and are lucky enough to enjoy a lot of repeat customers, making friends that we want to adventure with again and again, and support through life's 'hiccups'. As with all businesses, households and individuals, the COVID pandemic is costing us dearly; financially, and emotionally. We truly wish we were able to offer every one of our clients a full refund and to promise everyone risk-free booking with us in the future. With all the Good Will in the world, this is just not achievable following the losses we have incurred due to COVID cancellations.

However, we strongly feel that as a society we must share these burdens, protect the most vulnerable and stick by each other in these difficult times. As such, please see our revised cancellation policy below, in which we have tried to take all perspectives into account. We hope you will find this a fair compromise and that this will give you the comfort and confidence to stick by us. We look forward to enjoying adventures together again soon.

***All our heartfelt and absolute best wishes to you all
Cara, Nikki & The Herd***

Bookings made prior to March 20th 2020

If Wilder Ways cancels

The following terms only apply if Wilder Ways cancels your booking as a direct result of restrictions imposed on Wilder Ways by the Scottish Government in response to COVID-19.

- 40% deposits remain non-refundable.
- Balance payments will be refunded.
- A voucher worth 100% of the deposit paid will be issued – valid for 24 months.

If customer cancels

If Wilder Ways are open and operating, and the customer cancels their booking or cannot attend due to other factors (i.e. Government Policy, travel restrictions or personal health reasons), Wilder Ways will not be held liable for the cancellation. However, to share this burden with you, we want to offer you the following:

- 40% deposits remain non-refundable.
- Balance payments will be refunded.
- A voucher worth 50% of the deposit paid will be issued – valid for 24 months.

Bookings made after March 20th 2020

The following terms apply for any new bookings made after March 20th 2020 and before such time as all lockdown and travel restrictions are lifted and business 'returns to normal'. Please note these terms do not apply to anyone using a deposit voucher from an earlier cancellation.

If Wilder Ways cancels

The following terms only apply if Wilder Ways cancels your booking as a direct result of restrictions imposed on Wilder Ways by the Scottish Government in response to COVID-19.

- 40% deposits will be refunded in full.
- Balance payments will be refunded in full.

If customer cancels

If Wilder Ways are open and operating, and the customer cancels their booking or cannot attend due to other factors (i.e. Government Policy, travel restrictions or personal health reasons), Wilder Ways will not be held liable for the cancellation. However, to share this burden with you, we want to offer you the following:

- 40% deposits are refundable, but a 10% admin fee is retained by Wilder Ways.
- Balance payments will be refunded in full.