**@theland | Cancellation Policy**

**Sessions and reservations**

Sessions can be scheduled by filling in a request form online from our website or by using the online booking system. Once complete your session will not be reserved or confirmed until payment is made 48 hours after receiving the request form/ online booking. If payment is not made then the space is not reserved and may be offered to other people.

**Cancellation and rescheduling**

We request 48 hours notice for any changes or cancellations. If you need to cancel or reschedule you session please contact us immediately. This allows us to accommodate other people in need of our services. Cancellations made within the 48 hour time period will not be refunded due to staffing, overheads and animal welfare.

**Cancellation fees**

Cancellations outside of the 48 hour notice period will be able to be moved to another date within 1 month of the previous booking. No shows will be charged at the full cost of the session. Weeks can be specified for the month before payment is made.

**Late arrivals**

We understand that unforeseen circumstances may cause delays. Please inform us if you are late and we will ensure we go through the health and safety briefing when you arrive. If you arrive significantly late no refund will be supplied for the session.

**Emergencies**

We recognise that genuine can happen. In such cases please contact us as soon as possible and we will do our best to accommodate your needs without a cancellation fee but this is not guaranteed.

**Repeat offenders**

Re-scheduling can only happen on one occasion. After such, sessions will be charged at full price and no refund applied.

**Our commitment**

We value your trust and business. We promise to do our best to be punctual, kind and caring giving children the best of our knowledge and experience during the sessions. If for any reason we need to move your session we will notify you as soon as possible and work with you to find an alternative date.

If you have any questions or need to cancel or reschedule your session please contact us

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We appreciate your understanding and cooperation regarding your sessions. This policy is effective as of 2025.