

Far & Ride Ltd. - Booking Conditions

Revision date: 11th March 2021

1. Making Your Booking & Contract

In order to make your booking, the booking form must be completed and signed by the party leader who must be over the age of eighteen. On signing this form all members of the party agree to abide by the terms and conditions set out in this document. A contract will exist between the client and Far & Ride Ltd as soon as the confirmation invoice has been issued. This contract is governed by English law and in the unlikely event of a dispute both parties agree to submit to the jurisdiction of English courts at all times.

When completing the booking and riding experience forms we would ask the clients to provide full details which truly reflect their personal information and riding ability. If the information you have provided which we forward to the ride supplier is not accurate, you may not be able to join the ride. These measures are in place to ensure that you are provided with a suitable horse and have a safe and enjoyable holiday. On signing the forms you are accepting that you are declaring that the information you have provided is accurate.

Far and Ride Ltd is a Member of the Association of British Travel Agents (ABTA) with membership number Y6288. ABTA and ABTA Members help holidaymakers to get the most from their travel and assist them when things do not go according to plan. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct.

2. Payment

In order to secure your booking, a deposit of 20% must be paid within seven days of making your provisional booking. We must receive the remaining balance up to eight weeks before departure. If full payment is not received on the due date we reserve the right to treat the booking as cancelled and, therefore, apply cancellation charges. Should you make your booking within eight weeks of departure then the full balance will be due immediately.

3. The Cost of Your Holiday Arrangements

We reserve the right to increase the price of any holiday in the event of exceptional cost increases which are out of the control of Far & Ride Ltd. These include increases in transport costs due to changes in fuel prices or other power sources and changes in taxes or fees on travel services imposed by third parties not involved in the performance of the package (eg. government and tourist taxes, landing taxes or embarkation/disembarkation fees at ports or airports). Where the price increase exceeds 8% of the total package price, you will be given the choice either to accept the proposed changes or to cancel your holiday without paying cancellation fees.

Equally, you have the right to a price reduction corresponding to any decreases in price to the costs referred to in the above paragraph, prior to the start of travel. Changes in cost are calculated by the ride supplier.

All itineraries clearly state what is included and excluded in every package. In signing the booking form you agree to the itinerary and the price. If you have any doubt at the time of booking, please ask.

4. Cancellation by Far & Ride Ltd

In the unlikely event that we have to cancel your holiday due to

- a) Force majeure
- b) Insufficient numbers to proceed with the ride

then we will inform you without undue delay before the start of the package and provide you with a full refund of any payments made. In these circumstances Far & Ride Ltd is not liable for additional compensation.

5. Alterations & Changes by Far & Ride Ltd

Far & Ride Ltd do the very best to ensure holidays are provided as booked. However, our holidays and itineraries are planned months in advance of promotion and, therefore, are occasionally subject to changes. In the unlikely event that a 'significant' change is made, you will be given the option of

- a) accepting the change
- b) accepting an alternative comparable holiday (if available)
- c) a full refund with no cancellation fees applied

A 'significant' change is a change in dates, a lower standard of accommodation for the whole or significant proportion of the holiday or a change to the whole or significant proportion of the riding programme.

In the event of minor alterations and changes made by Far & Ride Ltd, no alternatives, refunds or compensation will be given.

A minor change includes any change not covered by the above.

If we are aware of changes prior to the booking, we will inform you before a booking is made.

6. Force Majeure

Far & Ride Ltd regret that we cannot offer refunds or compensation in the event of cancellation or amendments as a result of force majeure. For the purpose of these conditions, force majeure is defined as war, threat of war, riot, civil strife, industrial dispute, government action, terrorist activity, natural or nuclear disaster, fire and adverse weather conditions.

7. Cancellation by You

Bookings may be cancelled at any time prior to the departure date by written notification by the party leader. The cancellation date will be taken as the date that written confirmation is received by Far & Ride Ltd. For this reason, Far & Ride Ltd recommend recorded delivery. Cancellation charges are expressed as a percentage of the total holiday price and are payable to Far & Ride Ltd. Cancellation charges are as follows

- a) 35 days or less before departure: 100% cancellation charge
- b) 35 – 56 days before departure: 50% cancellation charge
- c) Up to 56 days before departure: 20% cancellation charge (loss of deposit)

In the event of unavoidable and extraordinary circumstances occurring at the place of destination or its immediate vicinity which significantly affect:

- a) the performance of the package, or
- b) your travel to the destination

you may cancel before the start of the package without cancellation fees. In these circumstances you are entitled to a full refund but not to additional compensation.

8. Alterations & Changes by You

Should you wish to make changes to your holiday after confirmation, Far & Ride Ltd will do our utmost to make the requested alterations although we provide no guarantee that this will be possible. An administration charge of £20 per person may be implemented at the discretion of Far & Ride Ltd. Any further costs incurred either by Far & Ride Ltd or our suppliers are payable by the client.

9. Liability

In signing the booking form, all persons accept that horse riding is classed as a high risk sport and being in the vicinity of horses poses risks. Whilst riding or in the vicinity of those horses, in the care of the tour operator or guide on your holiday, you must comply at all times with their instructions. It is a condition of your booking that you accept the aforementioned is entitled to insist that you dismount, refuse you the right to ride for any reason including your inability, health or behaviour, if they consider that you may endanger the safety or welfare of any persons (including yourself) or horses. In the event of such circumstances, you will not be entitled to any compensation or refunds.

Please note it is the requirements and standards of the country, in which any services which make up your holiday are provided, which apply to those services and not those of the UK. As a general rule, these requirements and standards will not be the same as the UK and may sometimes be lower.

Far & Ride Ltd strongly advise that whilst in the vicinity of horses and whilst riding clients wear suitable safety equipment with specific reference to hard hats. We advise that hats comply with relevant safety standards, are purchased from reputable suppliers and fitted by qualified persons.

On signing the booking form, you accept our suppliers may require you to sign separate acknowledgment and personal liability forms before being allowed to ride. Refusal to sign may result in clients not being allowed to participate in riding or other activities. In this instance you will have no claim against Far & Ride Ltd or the supplier and will not be entitled to any refunds or compensation.

We accept responsibility for ensuring that all parts of our contracts with you are properly performed except where failure or improper performance was due to

- a) your own acts or omissions
- b) the acts or omissions of a third party not connected with the provision of your arrangements and which were unforeseeable or unavoidable
- c) Any event which either ourselves or the suppliers of the services in question could not have foreseen or forestalled even with all due care
- d) Force majeure

Although Far & Ride Ltd will honour the contract with you in accordance with the above exceptions, it should be noted that accommodation, transport and other services we arrange on your behalf belong to

and are managed by independent suppliers for whom we act as an agent and, therefore, we do not have direct control over these components.

Far & Ride Ltd liability is subject to the following limitations. Limitations other than for death and personal injury is limited to such amount as is reasonable taking into account the cost of the arrangements booked with us and the extent to which your enjoyment of them has been affected but (without prejudice to that) will not in any event exceed twice the cost of the arrangements booked for the person affected (excluding any amendment fees). In the case of lost and/or damaged luggage or personal possessions (including money), our liability is limited to £25 per person as you are assumed to have taken out adequate insurance at the time of booking.

Please note that we cannot accept liability for any damage, loss, expense or other sums of any description which

a) on the basis of the information given to us by you concerning your booking, prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you.

b) did not result from any breach of contract or other fault by ourselves or our employees or, where we are responsible for them, our suppliers.

Additionally we cannot accept liability for any business losses.

In all cases, the liability of Far & Ride Ltd in relation to any service is limited in accordance with the provisions of all international conventions relating to the provision of such services as if Far & Ride Ltd was a supplier of the services in question, for the purpose of the relevant convention.

10. Travel Documents & Arrangements

Far & Ride will do their utmost to provide assistance in finding and booking suitable travel arrangements for your holiday. However, with the exceptions of transfers as per itinerary, Far & Ride Ltd is not responsible for travel arrangements to and from your destination. General information regarding passport requirements, visa and health formalities will be sent to you on confirmation of your booking. However, such matters are subject to change and you must check current requirements before departure. It is your responsibility to ensure that you have all the necessary documentation for your holiday and Far & Ride Ltd will not be held responsible for complying with requirements current at the time of your departure or any losses or costs incurred from such omission on your part.

11. Delays

We regret Far & Ride Ltd are not in a position to offer any assistance in the event of a delay at your outward or homeward point of departure. Please refer to your carrier for assistance.

12. Behaviour

On signing the booking form, you accept responsibility for damages and loss caused by you or any member of your party. Full payment for any such damage or loss must be paid directly to the appropriate party immediately. If you fail to do so you must indemnify us against any claims including legal costs subsequently made as a result of your actions.

We expect all clients to behave with consideration to other people. If, in our opinion, or in the opinion of any other person in authority, any person behaves in such a way to cause or be likely to cause distress, danger, or annoyance to any third party or damage to property, we reserve the right to terminate the holiday arrangements of that person without notice. In this situation, our responsibility

towards that person (including any return transfer arrangements) will immediately cease and we will not be responsible for meeting any costs or expenses that they may incur as a result. We will not make any refunds or pay any compensation.

13. Special Request or Medical Problems

Although Far & Ride Ltd will endeavour to forward any reasonable requests on to the relevant supplier, we regret that we cannot promise that any request will be complied with unless we have specifically confirmed this in writing. Confirmation that a special request has been noted or passed onto a supplier or the inclusion of the special request on your confirmation or any other documentation is not confirmation that the request will be met. Unless and until specifically confirmed, all special requests are subject to availability.

14. Complaints

If you have a complaint or you feel that your holiday does not conform with the package you booked and you cannot solve it locally, you must inform us without undue delay (we will accept reverse charge calls) so that we may try to remedy this. If you are still not satisfied, you must notify us in writing, giving full details of the complaint, so that it reaches us not later than 28 days after the last day of your holiday.

If you fail to follow any of these instructions, we will not accept any responsibility for the matter giving rise to your grievance, having been unable to put it right immediately or investigate it at the appropriate time.

15. Data Protection Policy

So that we may process your booking and ensure your travel arrangements run smoothly, we need to use the information you provide such as name, address, riding experience, specific requirements, etc. We take full responsibility for ensuring proper security measures are in place to protect your booking. We will not pass your details onto third parties not connected with your booking. It is necessary to pass information provided by you onto the relevant suppliers as part of our legitimate business interest in providing you service. The information may also be subject to security or credit checking companies, public authorities such as customs, immigration, if required by them or as required by law. We will retain your information after your booking as is necessary in order to deal with follow up enquiries related to your booking.

16. Financial Security

As a member of the Association of Bonded Travel Organisers Trust Limited (ABTOT), Far & Ride Ltd has provided a bond to meet the requirements of the Package Travel and Linked Travel Arrangements Regulations 2018.

In the event of insolvency, protection is provided for non-flight packages commencing in and returning to the UK and other non-flight packages excluding pre arranged travel to and from your destination. Please note that packages booked outside the UK are only protected when purchased directly with Far & Ride Ltd.

In the above circumstances, if you have not yet travelled you may claim a refund, or if you have already travelled, you may claim repatriation to the starting point of your non-flight package.

17. Conditions of Suppliers

Please note that all services are provided subject to the conditions of the relevant supplier. Some of these conditions may exclude or limit the supplier's liability to you, usually in accordance with the appropriate international conventions.

18. Photography

Far & Ride Ltd may wish to use photographs or film taken during your holiday by suppliers or ourselves. In the event of us wishing to do so, we would always seek your permission in writing. We are also aware that to comply with legal requirements, written consent must be obtained from parents or legal guardians before taking photographs of children. We would ask foreign suppliers to respect this requirement but we cannot be held responsible if they do not comply.