

Booking Terms and Conditions

COVID Booking policy

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Please note our temporary conditions will run until June 30th, 2021 because of the Covid19 pandemic. These conditions will be extended, if the travel restrictions are not lifted by that time, until the end of 2021.

BOOKING

The General Booking Terms & Conditions are an integrated part of the contract between the participant and the tour operator. Bookings can only be made in writing. For minors, the signature of the parent or legal guardian is required. When booking, the participant accepts these Booking Terms & Conditions. The mutual rights and responsibilities of the parties in the contract are exclusively regulated by the Booking Terms & Conditions, subject to written agreements. With the acceptance of the tour operator, the participant will receive a written confirmation of the booking. All details of the booking are bound by these Booking Terms & Conditions.

PAYMENT TERMS

After receipt of our booking confirmation/invoice **a deposit of 20% of the ride price per participant** is to be paid within 14 days.

60 days before the ride starts the remainder of the price is to be paid. If the booking is within 60 days before the ride starts, the full payment is due with receipt of the booking confirmation/invoice.

When booking a single room, the participant will be charged a single room supplement.

SERVICES

Based on the description on our website (www.equiberia.com) the range of provided services are only available upon written confirmation from Equiberia. Additional arrangements can only be made in writing.

The services included/not-included in the price are detailed in the description of every ride.

CANCELLATION BY THE PARTICIPANT

A withdrawal from the contract is possible at any time prior to the departure of the horse ride. The cancellation must be made by email.

The training, care and feeding of the horses is part of the service even before the start of the trip. The well-being of the horses is very important for us, and we take care of the horses all year round, even if there are no rides going ahead of course. This is the only way we can ensure that the riders who join our rides will be provided with a well-trained and balanced horse when he/she starts the ride.

Therefore, in the event of a cancellation, **deposits are non-refundable**, to help partially cover this service rendered in advance,

The following amounts of the total price will have to be paid by the participant depending on the date of cancellation prior to the departure of the tour:

IF CANCELLATION IS NOTIFIED:	
AT ANY STAGE PIOR DEPARTURE	DEPOSITS ARE NOT REFUNDABLE
WHEN NOTICE OF CANCELLATION IS GIVEN:	
MORE THAN 60 DAYS PRIOR DEPARTURE	THE BALANCE PAYMENT WILL BE REFUNDED - 100€ CANCELLATION ADMINISTRATIVE FEE FOR THE TIME SPENT ORGANIZING YOUR HOLIDAYS
40 DAYS OR LESS PRIOR DEPARTURE	NOTE ELIGIBLE FOR REFUND
We can alternatively try to re-schedule your ride (subject to availability) and the initial deposit or payment will be credited to the new date chosen for the same ride, with a charge of 200€ postponement fee. This option only applies for rides during the same year	

The withdrawing participant can provide a replacement person who meets the requirements of the booked trail. In that case no cancellation fees will be charged.

If the trip is interrupted by the participant, there is no entitlement to reimbursement for not rendered services.

SPECIAL TERMS FOR THE EQUIBERIA COLLECTION RIDES, PRIVATE GROUPS AND CUSTOMIZED TRIPS

Special cancellation terms will apply for the Equiberia Collection rides, private groups, and customized trips by our concierge services, to be able to offer these special programs in case of less participants, or in case of a group cancellation.

The specific terms for every special program will be notified at the time of the booking confirmation.

CANCELLATION BY THE TOUR OPERATOR

All the departures are in principle guaranteed, but for some of the rides a minimum number of riders is required. If the minimum participant number is not reached, a supplement may apply. This will be notified at the time of confirming the booking.

In the unlikely event of important organizational or personal reasons to cancel a ride, the participant will receive a refund for any services not provided. Other claims excluded.

If the participant is not fit enough for the trail or his/her skills or health or physical conditions are not suitable for the requirements of the trail, the tour operator can withdraw from the contract without entitlement to any refund. The participant is then responsible for their own travel home. The tour operator reserves the right to keep the full cost of the trail.

MANDATORY ACCIDENT INSURANCE

Accident insurance is mandatory, and it should guarantee that you are insured to undergo all equestrian activities pursuant to the riding holiday booked. Insurance should cover plus accident, illness, recovery, repatriation, and liability. You are responsible for the organization of your insurance and the adequate protection for the total duration of your riding holiday.

Travel insurance is strongly recommended to cover trip cancellation, baggage damage or loss,

We will ask for details of your insurance policy for the trip before the final payment for the ride due.

Equiberia is a fully licensed company and travel agency with the mandatory liability insurance and basic accident insurance coverage for the participants of the rides.

The use of riding helmets for equestrian holidays is not mandatory in Spain. We highly recommend you bring and wear your own helmet. We can provide some riding helmets if necessary. You will assume your own risks and should be aware of the requirements of your accident insurance policy concerning the use of riding helmets.

WARRANTIES AND DISCLAIMERS OF THE TOUR OPERATOR

The tour operator agrees to provide the agreed services, as described in the ride details, the careful selection and scrutiny of service providers and the complete delivery of the overall services.

Every ride includes the services of many local suppliers. Some of the services, including accommodation, could change if any of the suppliers went through any unforeseen circumstances. Equiberia will always guarantee the best available option and go the extra mile to replace any of services offered and ensure the success of the riding holiday with the highest quality standards as described in the programs.

It is pointed out explicitly that horse riding is a high-risk activity. The participation in all activities is at the rider's own risk. The tour operator and his employees assume no liability for accidents or injuries to participants or third parties and for material damage to the participant, his clothing and other equipment, in so far as this is permitted by law.

With regards to the impact of weather conditions and the personal ability of the participant, the tour operator cannot guarantee that any trail will be carried out exactly as it is described in the program.

Equiberia reserves the right to make changes to the program and prices and to correct any falsities and misprints.

In the exceptional case of any complaint, it should be reported immediately on site, so that the responsible person can deal with the matter. Claims for any compensation are to be sent in writing within 30 days of the end of the holiday.

We have a consistent delivery of 100% satisfied customers and furthermore consistently exceeding expectations. More than 50% of our customers return year after year.

TRAVEL FORMALITIES / HEALTH

The participant is responsible for his/her own arrival and departure and the compliance with regulations concerning passports and visas, as well as any mandatory vaccinations. All expenditures and disadvantages due to non-compliance are at the expense of the participant. When registering, the participant confirms that there are no existing health issues which prohibit his/her participation in the ride.

NOTE ON PHOTOGRAPHS AND FILM SHOTS

During the trails, photos are taken, and film recordings are made which may be published on different media sites. The images may be displayed on our homepage or on social media networks.

The participant accepts that the unpaid publication of these photographs and recordings can be done without their explicit permission.

If the concerned person does not agree to the publication of his or her personal image, the tour operator kindly asks to notify by e-mail, with the exact description of the picture in question. In this instance, the image will be removed within a reasonable time and will no longer be published.

LIMITATION OF LIABILITY

All bookings are made on the rider's understanding and acceptance of these Booking Terms and Conditions.

The rider also acknowledges and agrees, that his/her participation in Equiberia's riding programs is voluntary.

The rider accepts and assumes the risks and legal responsibilities for any injuries and damages which may result from participation in horseback riding trips. The rider is fully aware of and understands, accepts, and assumes full responsibility for all risks, including, but not necessarily limited to the risks identified in this Limitation of Liability.

EQUIBERIA consistently has 100% satisfied customers and furthermore, consistently exceeds expectations.

More than 50% of our customers return year after year.