



## GENERAL CONDITIONS

As a French company, the legal text is only available in French on :

<https://www.cap-rando.com/sites/default/files/pdf/CONDITIONS%20GENERALES.pdf>

## SPECIAL CONDITIONS

### BOOKING PROCEDURE :

1. Check the availability and price (depending on the type of accommodation and after possible discounts) by contacting us through the [availability & quote request](#) form or by phone +33 (0)48343132, whatsapp +33(0)609520324, or mail [contact@horsebackridingvacations.eu](mailto:contact@horsebackridingvacations.eu)
2. Fill out the online registration form: <https://www.horsebackridingvacations.eu/form/booking-form>
3. Payment:
  - For a registration more than 60 days before the first day of the stay, the requested payment is: 30% of the price + booking fees + any insurance taken out + any transport requested. The balance is due 60 days the first day of the stay.
  - For a registration less than 60 days before the first day of the stay: The full payment is required upon registration.
  - For a registration less than 21 days before the first day of the stay: The full payment is required upon registration by card.
  - If these are the last places available: The payment is required upon registration by card.

You can pay:

- By card on our secure payment site: ask for the link.
- By bank transfer: Ask for our bank information.

For a quick processing and secure your registration, receipt of your confirmation file within 24-48 hours: choose a payment by credit card or an instant transfer.

4. You will receive a contract and confirmation file with the invoice and all practical information within 24 to 48 hours after receipt of your registration form and payment. You will receive the document by the "Signrequest" server, which you must sign electronically to validate your registration and be able to print it.

### GENERAL CANCELATION POLICY :

#### **Provider cancellation:**

Please note: stays are confirmed subject to a minimum number of participants. Any stay may be canceled by the service provider in the event of an insufficient number of participants: up to 20 days before the date of a stay of more than 6 day stays, 7 days for a stay of 2 to 5 days. We advise you to wait for the final confirmation of the registration to book your transports, or to book refundable transports. In case of cancellation by the provider, we will offer you an alternative stay, if this proposal does not suit you we will make a full refund (excluding insurance, registration fees, and non-refundable transportation) of the amounts paid without compensation.

#### **Client cancellation:**

In case of cancellation on your part, the following amounts will be retained in addition to the prices of the insurance, booking fees, transports:

##### Services excluding transports:

Cancellation more than 60 days before the first day of the stay: 90 € per person.

Cancellation between 60 and 30 days before the first day of the stay: 50% of the price.

Cancellation less than 30 days before the first day of the stay: 100% of the price.

##### Flight / train services:

Except for special company conditions, for any cancellation between the registration date and the departure date: compensation of 100% of the price of the services.

##### Other services:

Booking fees, insurances : are not refundable.

### **SPECIAL CANCELATION CONDITIONS FOR SOUTH AFRICA, BOTSWANA, NORTH AMERICA, CENTRAL AMERICA, SOUTH AMERICA:**

In case of cancellation on your part, the following amounts will be retained in addition to the prices of the insurance, booking fees, transports:

##### Services excluding transports:

Cancellation more than 90 days before the first day of the stay: 90 € per person.

Cancellation between 90 and 60 days before the first day of the stay: 50% of the price.

Cancellation less than 60 days before the first day of the stay: 100% of the price.

##### Flight / train services:

Except for special company conditions, for any cancellation between the registration date and the departure date: compensation of 100% of the price of the services.

##### Other services:

Booking fees, insurances : are not refundable.

## ALL DESTINATIONS :

### Are assimilated to the "client cancelation" case with the costs indicated:

Non-signature of the contract, non-payment of the balance on the due date, non-provision of the insurance certificate, exclusion for behavior prejudicial to the smooth running of the stay, exclusion for insufficient physical condition and/or level compared to the required conditions, exclusion for information provided on the registration form not corresponding to the reals noted by the guide or instructor, late or no show at the set appointment for personal reason or failure of the transport companies even if the transport has been bought through Cap Rando, abandonment on your part during your stay, any change in the dates of stay on your part.

## INSURANCES :

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Cap Rando is covered for its professional civil liability: GENERALI contract n ° AL974010.

To register for a Cap Rando holiday, you must be covered by an individual liability insurance covering your activity, an individual accident, assistance, repatriation, and possibly cancelation (strongly recommended not to lose your payment in the event of unexpected unforeseen in your cancelation insurance contract).

We offer to Europe Union, Switzerland, Liechtenstein, Norway residents: to subscribe the "Cap Security" insurance from Chapka Assurances. This covers you for cancelation, interruption of stay, individual accident, assistance 24h / 24h, medical expenses abroad, luggage insurance, civil liability. You can also only subscribe a cancelation insurance, if you have insurance covering other risks.

See the prices, the details of the guarantees, the general conditions on: <http://www.cap-rando.com/site/pdf/INSURANCES.pdf>

A payment by credit card, according to the type of card, can make you benefit from the insurances indicated above: check your contract.

Any accident falling under the responsibility of the organizer, is covered by its civil liability insurance (contract on request).

## RESPONSABILITIES :

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The **rates** indicated on our website or communicated before registration, may change on the date of registration. Cap Rando reserves the right to modify prices upwards or downwards up to 21 days before departure, depending on variations in transport prices, exchange rates, the number of participants registered for the stay.

The **information** on our website and our data sheets are given as an indication and can not engage our responsibility. The programs are given as an indication and may be subject to change if necessary by the organizer (weather, natural hazards, levels of participants, availability of accommodation in particular).

Each participant must comply with the rules of prudence and security given by the guide. The organizer reserves the right to expel at any time a person whose behavior compromises the safety or well-being of the group and to modify, if the circumstances so require, the itineraries or certain services of the program, directly or indirectly, through the accompanist who remains the only judge. No compensation can be due.

The **level of practice** provided at registration, as well as your personal items (date of birth, height, weight, health information), are contractual elements: the service provider reserves the right to exclude on the spot and without any financial compensation, any person whose findings differ from the information provided on the registration form, do not correspond to the conditions of access and the smooth running of the program for the client and/or other participants.

The consequences of incidents that may occur during the performance of air transport are governed by the provisions of the Warsaw Convention. If your trip is changed due to a disruption or change in air traffic, or in case of change of airport Cap Rando could not be held responsible. The resulting costs will be your responsibility.

**Transports** to the meeting point remain the responsibility of the customer. The consequences of incidents that may occur during the performance of air transport are governed by the provisions of the Warsaw Convention (Article 9). If your trip is modified due to a disruption or modification of air traffic, or in the event of a change of airport, Cap Rando cannot be held responsible. The resulting costs would remain your responsibility. Failure to show up or delay at the time and place of appointment, by you or by the carriers, is similar to the case of cancelation by the customer with the costs indicated. Free transfers: you must take into account possible delays in your transport to be on time for the pick-up. Also, make sure you have plenty of time for your check-out after drop-off time. Pick-up and drop-off times cannot be changed.

**Luggage and personal effects:** The seller, the organizer, the carriers, the hosts, cannot be held responsible in the event of loss, theft or damage to personal effects.

**Pictures:** Photos or videos can be taken during your stay. Unless stated in writing, you accept the use of these images for the possible illustration of stays.

The **processing of your personal data** is done in compliance with the law relating to data, files and freedoms of January 6, 1978. These data are for Cap Rando and its providers. You have at any time, a right of access and rectification or opposition to personal data about you, by contacting Cap Rando by registered mail.

## CLAIMS :

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Any claim relating to one of our programs must be sent to Cap Rando, by registered mail, accompanied by original proof, within 30 days after the return.

