

## Booking Conditions and refund policy

Have you decided which trek you would like to do and its departure date?

Bookings are accepted by Horse Trek'n (the operator) upon the payment of a non-refundable deposit of no less than 20% of the trek cost.

Payment in full is required prior to departure.

We accept:

- Direct debit (account #: 030394 0098556 00)
- cash or cheque
- Credit card: If you wish to pay with credit card or Eftpos, Please contact one of our agents (I-site – 09 4027345, or Sportsfish club – 09 4026984)

Cancellations:

Full refund is available in the event of HORSE TREK'N cancelling a trek for reasons other than the riders responsibility (weather, blocked tracks, staff illness, horses illness etc....).

A refund of monies paid less the administration fee is available on the following basis:

If notice is received 12h or more before departure: Full refund.

Within 12h of trek departing - No Refund.

Once a trek has departed no portion of the payment is refundable in the event of an individual being unable to proceed further, for whatever reason.

Responsibility:

Client bookings are accepted on the understanding that they appreciate The possible risks inherent in adventure travel specifically on and around horses, and that they undertake our tours at their own volition.

The operator places extreme importance on the safety of its clients. However it is important that clients realise that they are responsible for making themselves aware of the risks involved and are responsible for making their decisions accordingly.

All care will be taken but the operator assumes no responsibility for injury, loss or damage in any way.

Clients agree to accept the authority and decisions of the operators employees, tour leaders and agents whilst on tour with the operator.

If in the opinion of such a person the health or conduct of a client at any time before or after departure appears likely to endanger the safe, comfortable or happy progress of the tour the client may be excluded from all or part of the tour.

The operator reserves the right to alter any itinerary at any time.

The client acknowledges and accepts that although the operator does hold various insurances this booking condition states that the client must assume he/she is not covered by any insurance policy the operator may hold, including all liability insurance for death, injury, damage or any other loss.

The operator advises clients to obtain adequate medical / travel insurance.

The person signing the booking form (which incorporates these terms) warrants that he/she has full authority to do so on behalf of all persons whose names appear thereon, and confirms that all such persons are fully aware of and accept these conditions.

Parent or legal guardian must sign for anyone under 18 years of age.