



Italy: S.A Ranch - Booking Conditions

As a booking facilitator, saddletravel.com does not create or organise the travel packages on offer. Instead, we connect customers with third-party operators who independently organise all aspects of the travel packages, including accommodations, horse riding activities, and transport. Our role is limited to facilitating the booking only.

Payment & Cancellation Terms

Holidays are confirmed with a 20% non-refundable deposit. The full balance is due 56 days before the start date. If you cancel your booking less than 56 days before the start date of your trail we are entitled to receive full payment, less refunds as follows: 42 days or more before booking date - 50%, 30 days or more - 30% less than 30 days - nil

Insurance

All customers are required to take out appropriate travel insurance that covers horse riding and holiday cancellation. Proof of insurance details will be required during the booking process.

This riding package is organised by:

S.A. Ranch
Strada di Pian del Lago 19 – 53100
Siena
Italy

S.A. Ranch Booking Conditions

1) ACCURACY OF CONTENT

The Equestrian Tourism Center A.S.D. S.A. Ranch located in Strada di Pian del Lago 19 – 53100 Siena tax code 92081000520 hereinafter referred to as the Equestrian Center, guarantees the purchase of individual services relating to horse riding activities according to the information and descriptions published and sent, for the period requested and confirmed in the booking.

BOOKING REQUESTS

At the time of booking confirmation, the customer confirms that he has read and accepted these General Terms and Conditions of single services. In this way, everything that is declared in these Conditions becomes a legal obligation for both the customer and the EQUESTRIAN CENTRE.

At the time of booking the customer is obliged to provide:

- precise and real information relating to equestrian skills;
- if of Italian nationality, the name, surname and tax code for equestrian insurance;
- if of foreign nationality, the name, surname and date of birth for equestrian insurance.

CANCELLATION AND CHANGES MADE BY THE EQUESTRIAN CENTER

The Equestrian Centre reserves the right to change the booking if force majeure or unforeseen

extraordinary circumstances arise. The service that has been booked can only be replaced after notifying the customer. The alternative service must be of the same or higher category than the previous service. If it is not possible to confirm the service in the same or higher category, the Equestrian Centre reserves the right to a refund, after consultation with the customer and if circumstances arise that make it impossible to replace the booked service, the Equestrian Centre will reserves the right to cancel the reservation. In the event of cancellation, the Equestrian Centre has the obligation to notify the customer and to refund the total sum paid.

BAGGAGE AND PERSONAL ITEMS

The EQUESTRIAN CENTER is not responsible for baggage and/or personal lost or damaged items, or for theft during a service.

COMPLAINTS

If the customer realizes that the service is not carried out correctly, he can present the complaint in writing to the Equestrian Centre. Each customer has the right to file a claim for the non-fulfillment of the service that has been paid. Every customer holding a reservation must present the complaint separately. The customer is obliged to claim the inadequate service on the day of the service. The customer is obliged to cooperate with the Equestrian Centre in good faith so that the cause of the complaint can be found. If the customer does not accept on the spot the solution of the proposed complaint, the Equestrian Centre does not have the obligation to consider a subsequent complaint of the customer (if there is an appropriate alternative, the customer has the obligation to accept it).

If the customer does not submit a complaint within the day after the service, he loses the right to a refund. The compensation due from the Equestrian Centre cannot be higher than the cost of the service that has been claimed. The Equestrian Centre cannot be held responsible for any weather conditions, outside temperature at the destinations, as well as for all other similar situations and events that may cause the customer's dissatisfaction.

JURISDICTION

For any dispute concerning the booking and the current Booking Conditions, the Court of Siena has jurisdiction.

NOTE

With the booking confirmation, the customer declares to accept the aforementioned general conditions.