



Spain: Panorama Trails - 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:

PANORAMA TOURS, S.L.
Casa Rectoral, 5
17468 Terradelles (Girona)
Spain

Panorama Tours Booking Conditions

Booking

The General 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 Terms & Conditions. The mutual rights and responsibilities of the parties in the contract are exclusively regulated by the Terms & Conditions, subject to aberrant 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 Terms & Conditions.

Payment conditions

When booking a shared room, if there is no one to share with (due to cancellation or the lack of a room sharer) the participant will be charged a single supplement.

Service

Based on the description on the tour operator's website (www.panorama-trails.com) the range of provided services are only available upon written confirmation from the tour operator. Additional arrangements can only be made in writing.

Cancellation by the participant

A withdrawal from the contract is possible at any time prior to the commencing of the trail ride. The cancellation must be made in writing. The withdrawing participant can provide a replacement person which meets the requirements of the booked trail. In that case no cancellation fees will be charged. A processing fee of 50.- Euro will be charged. The above cancellation table applies when changing the booking to another date. If the trip is interrupted by the participant, there is no entitlement to reimbursement for not rendered services.

Please note that each participant must have a valid health insurance with international coverage. In addition, it is required to take out travel withdrawal insurance which, apart from other reasons for cancellation, also covers cancellation or interruption of travel in the event of illness or quarantine due to Covid-19 (to be contracted with your insurance company).

Cancellation by the tour operator

If the minimum participant number is not reached, the tour operator can cancel the trail up to 14 days before the trail starts. All payments by the participant will be refunded. If there are important organisational or personal reasons, the tour operator can cancel or discontinue a trail at any time. In that case the participant will receive a refund for any services not provided less cancellation costs. Other claims excluded. If the participant is not fit enough for the trail or it has been judged that his/her skills or health are not suitable for the requirements of the trail, the tour operator can withdraw from the contract without notice. If the participant does not pay in time or is disturbing the performance of the trail, despite warning, he/she can be excluded from the trail at any time without entitlement to damages. The participant is then responsible for their own travel home. The tour operator reserves the right to keep the full cost of the trail.

Warranties and disclaimers of the tour operator

The tour operator agrees, within reasonable limits, to provide the agreed services, accurate trail descriptions, the careful selection and scrutiny of service providers and the complete delivery of the overall services. 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, in particular his clothing and other equipment, insofar as this is permitted by law. The participant is responsible for insuring themselves against all occurring risks. The tour operator strongly recommends baggage insurance (e.g. against damage or loss) plus accident, illness, recovery, repatriation and liability insurance. The wearing of a safety helmet is mandatory for all horse riding holidays.

The tour operator reserves the right to exclude participants who disregard the wearing of a safety helmet. 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. At the time of planning, the routes of the trails were based on the current road traffic regulations. The tour operator cannot be held liable for any later changes to these regulations.

The tour operator's liability for the loss or damage to baggage will be limited to twice the total cost of the holiday. With regards to the services of third parties (e.g. hotels), The tour operator only acts as a broker and does not accept liability for the quality and supply of their services. The tour operator does not accept responsibility for cancellation of any trail due to adverse weather conditions and will not offer compensation under these circumstances. If included in the trail description, the tour operator offers a baggage transfer and, in exceptional cases, passenger transport in the escort vehicle (max. 2 people). Special transfers due to any person being unable to ride with the group are at the expense of the participant. If the number of participants is not achieved, the tour operator reserves the right to combine any trails with prior notice.

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 tour operator's activities.

General remarks

Complaints should be reported immediately on site, so that the responsible person can deal with the matter. Claims for compensation are to be sent in writing within 30 days of the end of the holiday. The tour operator reserves the right to make changes to the program and prices and to correct any falsities and misprints. The participant commits to respectful behaviour towards his group and to accept reasonable decisions made by the tour operator's staff. A great deal of time and cost is spent on planning the routes for the trails. The routes are an essential part of the offer and therefore the tour operator prohibits the recording of these routes. The tour operator can exclude any participant, for the benefit of the group, if the efficient running of the trail is endangered by the participant's actions.

Excursions on the Beach

It is specified in the Coastal Law (Law 22/1988, of 28 July) and the regulations surrounding it (Royal Decree 1471/1989, of 1 December), that excursions operated in places of maritime public domain should not be for profit. We would like to advise that we do not charge for riding on any beach and therefore that part of any ride is free of charge.

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. These recordings are a representation of the persons present and the selection of persons recorded or photographed is made at random. The images may be displayed on our homepage, in printed media or on social media channels. The participant accepts that the unpaid publication of these photographs and recordings is done without their 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, telephone or by post 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.