



Brazil: Entre Orejas - 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:

Entre Orejas S.A.

Entre Orejas Terms and Conditions

The following conditions form the basis of your contract with Entre Orejas S.A.

When you make a booking, you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. A contract will exist as soon as you have transferred the deposit payment.

- A one-off payment of 20% is due at time of booking to secure your reservation and is non-refundable
- The price due is based on the minimum number of participants in a group. (min. number of participants mentioned per destination on our website). In general the total number of participants will be known when you book or around 5 weeks before arrival.

Please note that when accepting your booking we rely on the information you give us in your booking form, including information about riding ability and weight. If there are inaccuracies we may ask you not to ride, so please complete the form accurately.

TRAVEL Insurance MANDATORY: We request you take a travel Insurance. Ask your local insurance company or travel agent about it. You will not be allowed to participate at the “Entre Orejas” riding holiday program without having a personal travel & medical insurance. Your insurance details will be requested on arrival.

TRIP Cancellation Insurance MANDATORY: In order to protect yourself against unforeseen circumstances interfering with your “Entre Orejas S.A.” vacation, we demand that you purchase a trip cancellation insurance policy. You can use any travel insurance company you are comfortable with.

A trip cancellation coverage reimburses 100% of your pre-paid, non-refundable travel expenses if you have to cancel your trip for a covered reason. The covered reasons for a trip cancellation are also the covered reasons for trip interruptions. From most insurance companies (like for example Allianz) you can purchase a Medical & Trip Cancellation Insurance policy as a package. For a small percentage of your travel sum you are 100% secured.

Typical covered reasons for trip cancellation/interruption include:

- Injury or illness of insured, travel companion, family member, or business partner.
- Hurricane or natural disaster strikes destination.
- Bankruptcy or financial default of travel company.
- Terrorism or mandatory evacuation at destination.
- Death or hospitalization of destination host.
- Home or business damaged, vandalized, or burglarized.
- Jury duty, a required court appearance, or military redeployment.
- Required to work, terminated, or transferred.
- Victim of felonious assault prior to trip.
- Traffic accident prior to trip.
- Theft of passport or visa prior to trip.
- School year extension.
- Legal separation or divorce.

Release Agreement: The “Entre Orejas S.A.” guests are required to sign a release agreement at the time of check-in. This is mandatory and guests cannot participate in the tour without signing the release agreement (all money paid are non-refundable). Please feel free to read the release agreement prior to your arrival. Parents or legal guardians of minor children are required to sign the release agreement on their children’s behalf.

Rules: We are not so much into rules, but we reserve the right to refuse service to any individual who jeopardizes the health, safety, and welfare of any of our guests, staff, family & community members, animals & livestock, or who refuses to follow the rules we have established for your safety and welfare during your visit with us.

Trail Itinerary: We will do everything possible to follow the indicated itinerary, although spot changes can occur due to unforeseen circumstances. Rides are subject to change depending on weather, location, and difficulty of terrain. In the unlikely event that this happens on your trip, we ask you for flexibility and understanding.

