



France: Henson Horses - 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:

Horse India
Jodha Stud
P.O. Narlai
Dist. Pali
Pin Code: 306703
Rajasthan
INDIA

Horse India UK Office
The Stable
Willey Place
Chamber Lane
Farnham
Surrey GU10 5ES
UK

Horse India Booking Conditions

1. Making Your Booking & Contract

In order to make your booking, the booking form must be completed and signed by the party leader who must be over the age of eighteen. On signing this form all members of the party agree to abide by the Terms and Conditions set out in this document. A Contract will exist between the client and Horse India Ltd as soon as the booking confirmation has been issued. This Contract is governed by English law and in the unlikely event of a dispute both parties agree to submit to the jurisdiction of English courts at all times.

When completing the booking and riding experience forms, we would ask the clients to provide full details, which truly reflect their personal information and riding ability. If the information you have provided, which we forward to the supplier, is not accurate you may not be able to join the ride. These measures are in place to ensure you are provided with a suitable horse and have a safe and enjoyable trip. On signing the forms you are accepting that you are declaring that the information you have provided is accurate.

2. Payment

In order to secure your booking, a deposit of 20% must be paid within ten days of making your provisional booking. We must receive the balance of the cost of your ride eight weeks before departure. A reminder will be issued to the party leader ten weeks prior to departure. If full payment is not received on the due date we reserve the right to treat the booking as cancelled and, therefore, apply cancellation charges. Should you make your booking within eight weeks of departure then the full balance will be due immediately.

3. The Cost of Your Holiday Arrangements

Horse India Ltd reserve the right to increase the price of any holiday in the event of exceptional cost increases due which are out of the control of Horse India Ltd. In the event of this occurring, we will absorb an amount equivalent to 2 % of the holiday price excluding amendment charges. Only amounts in excess of 2% will be surcharged. If this equates to more than 10% of your holiday price, you will automatically be entitled to cancel your holiday with the payment of a full refund of all money paid excluding amendment charges. Such events will include circumstances such as increases in transportation costs including fuel, taxes, (eg VAT) or other fees payable for services. All itineraries clearly state what is included and excluded in every package. In signing the booking form, you agree to the itinerary and the price.

4. Cancellation by Horse India Ltd

In the unlikely event that we have to cancel your holiday for reasons other than

- a) Fault of the client
- b) Force majeure
- c) Insufficient numbers to proceed with ride

we will offer you an alternative holiday of at least comparable standard if available. In the event that this holiday costs less than your original booking, we will refund the difference.

Should you not wish to book an alternative, or one is not available, depending on the period before departure within which notice of a cancellation is notified to you, the following will apply:

- a) More than 70 days deposit only
- b) 14-70 days 100% cost of holiday + £50
- c) 1-13 days 100% cost of holiday + £75
- d) Less than 1 day 100% cost of holiday + £100

5. Alterations & Changes by Horse India Ltd

Horse India Ltd do the very best to ensure holidays are provided as booked. However, our holidays and itineraries are planned months in advance of promotion and, therefore, are occasionally subject to changes. In the unlikely event that a 'significant' change is made, you will be given the option of

- a) accepting the change
- b) cancellation and receipt of full refund and compensation as set out in paragraph 4. A 'significant' change is a change in dates, a lower standard of accommodation for the whole or significant proportion of the holiday or a change to the whole or significant proportion of the riding programme. In the event of minor alterations and changes made by Horse India Ltd, no refunds or compensation will be given. A minor change includes any change not covered by the Above. If we are aware of changes prior to booking, we will inform the potential client before a booking is made.

6. Force Majeure

Horse India Ltd regrets we cannot offer refunds or compensation in the event of cancellation or amendments as a result of Force majeure. For the purpose of these conditions, Force majeure is defined as war, threat of war, riot, civil strife, industrial dispute, government action, terrorist activity, natural or nuclear disaster, fire and adverse weather conditions.

8. Alterations & Changes by You

Should you wish to make changes to your holiday after confirmation, Horse India Ltd will do our utmost to make the requested alterations, although we provide no guarantee that this will be possible. An administration charge of £20 per person may be implemented at the discretion of Horse India Ltd. Any further costs incurred either by Horse India Ltd or our suppliers are payable by the client.

9. Liability

In signing the booking form, all persons accept that horse riding is classed as a high risk sport and being in the vicinity of horses poses risks. Whilst riding or in the vicinity of those horses, in the care of the tour operator or guide on your holiday, you must comply at all times with their instructions. It is a condition of your booking that you accept the aforementioned is entitled to insist that you dismount, refuse you the right to ride for any reason including your inability, health or behaviour, if they consider you may endanger the safety or welfare of any persons or horses, including yourself. In the event of such circumstances, you will not be entitled to any compensation or refunds. Please note it is the requirement and standards of the country, in which any services, which make up your holiday are provided, which apply to those services and not those of the UK. As a general rule, these requirements and standards will not be the same as the UK and may sometimes be lower. Horse India Ltd strongly advises, whilst in the vicinity of horses and riding, that clients wear suitable safety equipment with specific reference to hard hats. We advise that hats comply with relevant safety standards, are purchased from reputable suppliers and fitted by qualified persons.

On signing the booking form, you accept our suppliers may require you to sign separate acknowledgment and personal liability forms before being allowed to ride. Refusal to sign may result in clients not being allowed to participate in riding or other activities. In this instance you will have no claim against Horse India Ltd, or the supplier, and will not be entitled to any refunds or compensation. We accept responsibility for ensuring that all parts of our contracts with you are properly performed except where failure or improper performance was due to :

- a) your own acts or omissions.
- b) the acts or omissions of a third party not connected with the provision of your arrangements and which were unforeseeable or unavoidable.
- c) Any event which either ourselves or the suppliers of the services in question could not have foreseen or forestalled, even with all due care.
- d) Force majeure

Although Horse India Ltd will honour the contract with you in accordance with the above exceptions, it should be noted that accommodation, transport and other services we arrange on your behalf belong to and are managed by independent suppliers, for whom we act as an agent and, therefore, do not have direct control over these components. Horse India Ltd's liability is subject to the following limitations. Limitations other than for death and personal injury is limited to such amount as is reasonable taking into account the cost of the arrangements booked with us and the extent to which your enjoyment of them has been affected but (without prejudice to that) will not in any event exceed twice the cost of the arrangements booked for the person affected (excluding any amendment fees). In the case of lost and/or damaged luggage or personal possessions (including money), our liability is limited to £25 per person as you are assumed to have taken out adequate insurance at the time of booking. Please note we cannot accept liability for any damage, loss, expense or other sums of any description which

- a) on the basis of the information given to us by you concerning your booking, prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you.
- b) did not result from any breach of contract or other fault by ourselves or our employees or, where we are responsible for them, our suppliers. Additionally we cannot accept liability for any business losses. In all cases, the liability of Horse

India Ltd in relation to any service is limited in accordance with the provisions of all international conventions relating to the provision of such services as if Horse India Ltd was a supplier of the services in question, for the purpose of the relevant convention.

10. Travel Documents & Arrangements

With the exceptions of transfers as per itinerary, Horse India Ltd is not responsible for travel arrangements to and from your destination. It is your responsibility to ensure that you have all the necessary documentation for your holiday (Passport, Visa, and Inoculations etc) and Horse India Ltd will not be held responsible for complying with requirements current at the time of your departure or any losses or costs incurred from such omission on your part.

11. Delays

We regret Horse India Ltd are not in a position to offer any assistance in the event of a delay at your outward or homeward point of departure. Please refer to your carrier for assistance.

12. Behaviour

On signing the booking form, you accept responsibility for damages and loss caused by you or any member of your party. Full payment for any such damage or loss must be paid directly to the appropriate party immediately. If you fail to do so you must indemnify us against any claims including legal costs subsequently made as a result of your actions.

We expect all clients to behave with consideration to other people. If, in our opinion, or in the opinion of any other person in authority, any person behaves in such a way to cause or be likely to cause distress, danger, or annoyance to any third party or damage to property, we reserve the right to terminate the holiday arrangements of that person without notice. In this situation, our responsibility towards that person (including any return transfer arrangements) will immediately cease and we will not be responsible for meeting any costs or expenses that they may incur as a result. We will not make any refunds or pay any compensation.

13. Special Request or Medical Problems

Although Horse India Ltd will endeavour to forward any reasonable requests on to the relevant supplier, we regret we cannot promise that any request will be complied with unless we have specifically confirmed this in writing. Confirmation that a special request has been noted or passed onto a supplier or the inclusion of the special request on your confirmation or any other documentation is not confirmation that the request will be met. Unless and until specifically confirmed, all special requests are subject to availability.

14. Complaints

If you have a complaint or are unhappy about any aspect of your holiday, you must immediately inform the guide or operator of your holiday so that they can endeavour to put it right. If the matter cannot be resolved locally to your satisfaction and you wish to make a complaint you must telephone or email Horse India Ltd (we will accept reverse charge calls) at that time so that we may try and resolve the situation. If you are still not satisfied, you must notify us in writing, giving full details of the complaint, so that it reaches us not later than 28 days after the last day of your holiday. If you fail to follow any of these instructions, we will not accept any responsibility for the matter giving rise to your grievance, having been unable to put it right immediately or investigate it at the appropriate time.

15. Data Protection Policy

So that we may process your booking and ensure your travel arrangements run smoothly, we need to use the information you provide such as name, address, riding experience, specific requirements, etc. We take full responsibility for ensuring proper security measures are in place to protect your booking. We will not pass your details onto third parties not connected with your booking. It is necessary to pass information provided by you onto the relevant suppliers. The information may also be subject to security or credit checking companies, public authorities such as customs, immigration, if required by them or as required by law. Unless informed otherwise by you, we may use your information to provide you with future offers and information.

16. Financial Security

Horse India Ltd is covered by Tour Operators & Travel Agents Insurance for Public & Products Liability and Professional Indemnity

Policy No: TULTOL02841724

Effectuated by Touchstone Underwriting (SME) Limited – Underwritten by AXA XL

Insurance Company UK Limited (AXICL UK)

Effective Date: From 15/12/2024 to 14/12/2025 (both dates inclusive)

17. Conditions of Suppliers

Please note that all services are provided subject to the conditions of the relevant supplier. Some of these conditions may exclude or limit the supplier's liability to you, usually in accordance with the appropriate international conventions.

18. Photography

Horse India Ltd may wish to use photographs or film taken during your holiday by suppliers or ourselves.

In the event of us wishing to take pictures or video of you and/or your children, we are aware that to comply with legal requirements written consent must be obtained, therefore your signature on the booking form (or that of the Parent / Legal Guardian in respect of children) is confirmation of your agreement to this. If you do not wish your (or your children's) photograph or video to be used then you should notify us in writing at the time of booking.

We ask foreign suppliers to respect this requirement but we cannot be held responsible if they do not comply.