



Colombia: Rancho Saman - 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:

RANCHO SAMAN S.A.S.
Hacienda La Marina,
El Cofre,
Puerto Caldas,
Pereira,
Colombia

Rancho Saman Booking Conditions

Cancellations

All deposit payments are non-refundable & non-transferable. If you cancel your booking fewer than 42 days before the start date of your expedition, the following cancellation charges will apply (less the cost of the deposit paid):

- 28 - 41 days - 30% cost of holiday
- 14 - 27 days - 50% cost of holiday
- Fewer than 14 days - 100% cost of holiday

Insurance

During the whole time of your expedition you are automatically insured for Public Liability and the risk to horses is entirely ours. All riders MUST have private travel insurance that covers horse riding activities and a copy of this must be sent with your final payment. Rancho Saman S.A.S will not act as your holiday cancellation insurer.

Disclaimer

ALL RIDERS UNDERSTAND THAT THEY ARE FREELY CHOOSING TO TAKE PART IN AN ACTIVITY KNOWING FULL WELL IT IS POTENTIALLY DANGEROUS AND MAY RESULT IN INJURY OR DEATH.

General booking conditions

To make a booking you must send a completed booking form with the deposit for your holiday. A legally binding contract is made only when we accept your booking by sending you a confirmation invoice. The contract is subject to the following terms and conditions:

1. Charges quoted are based on prices and conditions at time of quoting. If these alter we reserve the right to offer you the choice of paying extra or accepting a full refund
2. The expedition price includes all accommodation on trail, plus a night at our guest ranch before and after the trail; all meals (breakfast, lunch, dinner), and drinks (wine and local beer will be available in the evenings); airport pickup and drop off from Pereira airport, or Pereira bus station. Flights are NOT included
3. The balance of the expedition price and any add-ons (if you have selected these) is payable 42 days before the expedition date. If you make your booking fewer than 42 days before your expedition date, you must pay the expedition price in full on confirmation of booking
4. If any expedition has to be cancelled by us for reasons outside our control we will refund all monies paid but will be under no further obligation. We strongly recommend that you purchase cancellation insurance once you have paid your deposit which covers you against unavoidable cancellation
5. We do not accept responsibility for flight delays or cancellations. We strongly recommend arriving into the country prior to your expedition start date
6. You must be covered by adequate travel insurance. Insurance must include cover for horse riding activities and cover for medical expenses and repatriation costs should you become too ill to continue your trip. We reserve the right to cancel your expedition if we are not satisfied that you have adequate insurance in place prior to departure
7. Medical vaccinations, passports and visas are entirely your responsibility and must be arranged prior to departure. We can take no responsibility for cancellation of your expedition in the event that you are not allowed to fly. If you are unable to travel due to lack of appropriate passport or visa we reserve the right to retain the cost of the expedition
8. You may transfer your booking to another date before 21 days prior to your expedition date if there is availability, in which case a nominal transfer administration charge will be added to your final invoice. Any changes made by you after 21 days prior to your expedition date are subject to the discretion of Rancho Saman S.A.S and subject to a nominal administration fee and any additional costs incurred
9. We shall not be liable for any loss, damage or injury sustained by any person during their expedition. On trail riders are required to wear protective head wear
10. We reserve the right to alter routes and accommodation without notice should this become necessary due to circumstances beyond our control
11. Horse riding and horse handling are potentially dangerous activities. Though horses offered to customers are tried and tested for behaviour and reliability, they are hired to the rider on the clear understanding that NO horse is ever completely reliable
12. Any guests who have been careless or untruthful in placing their signature on the Declaration of Horsemanship will have their expedition cancelled and no refund will be due
13. We reserve the right to cancel the expedition of any rider who at any time appears to constitute a risk to themselves, other riders or the horses. Any expenses incurred shall be the responsibility of that rider and no refund will be made
14. We accept no responsibility for riders personal affects

Your contract is with RANCHO SAMAN S.A.S. The company's registered headquarters is Hacienda La Marina, El Cofre, Puerto Caldas, Pereira, Colombia. NIT 901238760-0