

# Rempstone Stables

## Booking Conditions

The holiday itinerary set out on this site may change without notice because of local conditions. The holiday specification is subject to our standard terms and conditions below. The details set out on the website and printed details form part of the terms and conditions.

### 1. The Contract Between Us

In these Booking Conditions, 'The Company' shall mean Rempstone Stables, Corfe Castle, Wareham, Dorset, BH20 5JQ, 'the Agent' shall mean Anne Agapiou of 163 Watford Road, Harrow, Middlesex HA1 3UA, UK, (Trading as 'Horse-e-World') and 'The Client' shall mean each person named on the Booking Form.

The Booking Form must be signed by the first named person, who must be at least 18 years of age. A parent or guardian must sign on behalf of any minor under the age of 18.

When you complete and return the Booking Form you agree to accept all these conditions on behalf of yourself and all other persons named on the Booking Form. The first named person will be responsible for all payments due in respect of the holiday.

A contract will only exist between the Client and the Company once a completed Booking Form and deposit, or the full payment have been received by the Agent of the Company and a confirmation of the booking has been sent to the Client.

The Contract between us and matters arising out of it are governed by English Law. In the unlikely event of any dispute between us, we both agree this will be dealt with by the Courts of England and Wales.

### 2. Payment

A deposit of 10% of the total holiday price, which is non refundable, must be paid, and is accepted as part payment of the total price. The balance of the cost shall be paid no later than four weeks before the start of the holiday. The Company reserves the right to re-book a holiday with another client should the balance due not be paid at least four weeks before the start of the holiday and levy cancellation charges as set out in clause 5 below. After we have despatched our confirmation and invoice for the balance, no further reminders will be sent.

Payment in full is required at the time of booking if the holiday is booked less than four weeks before the start.

If you book your holiday by telephone the completed Booking Form and appropriate payment must be received within seven days, otherwise we reserve the right to cancel the reservation.

### 3. Late Bookings

We will make late bookings where holidays are available. If payments are made within two weeks of the start of the holiday we may require full payment by Bank Transfer, Bankers Draft or a Building Society Cheque.

### 4. The Cost of Your Holiday

Once your holiday has been booked, we will not increase the price or make any surcharge. However, we reserve the right to increase or decrease the prices of unsold holidays at any time before your booking is confirmed. If prices have changed prior to your booking you will be given the correct current prices at the time of booking

### 5. Cancellation by You

Should you or any member of your party need to cancel your holiday once it has been confirmed, the person who signed the booking form must immediately advise us in writing. Cancellation charges will then be payable from the date of the receipt of your advice as set out below to compensate us for the cost of making your booking and the difficulty we may have in rebooking the cancelled holiday with another client.

Number of days from start of holiday that written notice of cancellation is received:

28 days or more - Cancellation Charge - Deposit only

28-14 days - Cancellation Charge - 50% of total holiday cost

Less than 14 days - Cancellation Charge - 100% of total holiday cost

You may wish to take out holiday cancellation insurance. Depending on the reason for your cancellation, you may then be able to reclaim these cancellation charges from the insurance company.

If you are prevented from travelling, you may be able to transfer your place to someone else (introduced by you) providing you notify us not less than a week before departure. Where you are able to transfer your place to a person of your choice, we reserve the right to amend or decline them as an alternative client if we feel their riding ability is not suitable or their personal requirements are too difficult for us to provide for within the time. In such circumstances you will be liable for the cancellation charges as set out.

## **6. Cancellation by Us**

We reserve the right to cancel your booked holiday should full payment not be received at least four weeks before the start of the holiday (except in the case of late bookings) and levy cancellation charges as set out in clause 5.

On rare occasions, it may be necessary for us to cancel or withdraw a confirmed holiday and we reserve the right to do so, without previous notice. In such circumstances, the Company will refund the full sum paid by the Client, upon which all liability of the Company to the Client shall cease. The Company will not be liable for any costs or expenses you may have as a result of any cancellation or withdrawal.

In very rare circumstances we may be forced to cancel your holiday because of circumstances beyond our control, 'Force Majeure', as set out in 7 below. In these unusual circumstances we regret that we cannot make any refunds, meet any costs or expenses you may incur as a result, or pay any compensation.

## **7. Force Majeure**

We regret that we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by reason or circumstances amounting to 'Force Majeure'. In these Booking Conditions 'Force Majeure' means any event which we, even with due care could not prevent, foresee or avoid, such as war, threat of war, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control. In such circumstances, the Company shall be entitled to deduct from any refund any sums expended by them in the arrangement of the holiday or part thereof, plus a reasonable sum for overhead expenses.

## **8. Our Liability to You**

We accept responsibility for ensuring that the accommodation, breakfast, equestrian supervision and activities that we provide are properly performed. We cannot accept liability for any failure to perform if improper performance was due to

- a) your own acts and/or omissions
- b) the acts and/or omissions of a third party not connected with the provision of your arrangements which were unforeseen or unavoidable, or
- c) an event which could not have been foreseen or forestalled even with due care.

The Company has no liability whatsoever for your travel arrangements, meals other than breakfast, provision of suitable riding wear, car hire, insurance or travel documents.

The Company will be under no liability whatsoever for any injury, damage, loss, vexation, distress, disappointment, inconvenience or irregularity suffered by the Client, unless and to the extent that the same has been proved to have been caused by the negligence of the Company. Luggage, valuables and all other personal effects at all times are at the client's risk, unless and to the extent that the loss or damage is proved to have been caused by the negligence of the Company.

## **9. The Liability of our UK Agent**

The Agent making the booking acts only as a reservations agent making bookings on behalf of the Company with the Client. The Agent accepts responsibility for arranging with due care and diligence any reservations for a holiday with the Company but cannot accept liability due to any failure or shortcomings in respect of the holiday, or any loss, damage or injury arising because of omissions, neglect or negligence by the Company or third parties, or the cancellation of the holiday in circumstances beyond their control.

The Agent shall not be liable for breach of contract or any unintentional or careless acts or omissions on the part of the Company, which result in loss, damage, delay or injury to the Client. The Agent does not guarantee any of the Company's rates, bookings or reservations,. The Client's signed and completed Booking Form shall constitute a consent to the above and an agreement on the Client's part to convey the contents hereof to the holiday companions entered on the Booking Form.

## **10. Your Responsibilities**

a. When you book a holiday with us you accept responsibility for any damage or loss caused by you or any member of your party. Proper payment for any such damage or loss must be made at the time.

b. You are responsible for completing the Booking Form in an honest manner, particularly ensuring that all riders have accurately described their riding ability. Riders may be assessed before or during their riding activities and you hereby accept that the selection of suitable horses and activities is totally at the discretion of the Company.

c. You accept that the Company is responsible for providing accommodation, breakfast and equestrian activities, but all travel to your B&B and between the B&B and Rempstone Stables and between Rempstone Stables and your lunchtime and dinner arrangements, as well as meals, other than breakfast, are totally your own responsibility.

d. You agree to ensure that you and your party have consideration for other people at all times and to conduct yourselves in a courteous and sensible manner. If, in our opinion, or in the opinion of any other person in authority, any person in your party behaves in such a way as to cause, or to be likely to cause, distress, danger or annoyance to any third party or damage to property, we reserve the right to modify or terminate the holiday arrangements of that person without notice. In this situation, our responsibilities towards that person will immediately cease and we will not be responsible for meeting any costs or expenses that may incur as a result. We will not make any refunds or pay any compensation.

**e. You hereby acknowledge that even the best supervised equestrian activities are inherently dangerous and accept these risks freely.**

### **11. Insurance**

We strongly suggest that all members of the holiday group have adequate insurance for the full duration of the holiday to cover them for personal injury. If travelling from outside the UK, we would also strongly advise that you extend this insurance to cover holiday cancellation, medical expenses, death and repatriation, personal effects and currency. **You should be certain to tell your insurance company that the holiday involves equestrian activities.** The Company will not be liable for any personal injury sustained during the course of the holiday, unless it can be proved that such injury was directly caused by the neglect or direct action of the Company or its employees.

### **12. Riding Safety**

As a licensed riding centre, we must insist that all riders wear suitable clothing, footwear and hard hat in line with current safety regulations. We reserve the right to curtail the riding activities of any client who in the opinion of our instructors is not suitably equipped.

While the Centre has a range of suitable headgear, you are strongly advised to bring outer clothing suitable for the weather conditions, your own approved riding hat, jodhpurs/ breeches, boots or jodhpur boots. We cannot guarantee to provide suitable headgear. No spurs are permitted.

While riding, or in the vicinity of horses, you must conduct yourself in a safe manner at all times and comply with the instructions of any person in charge of the ride.

It is essential for your own safety that you provide an honest statement of your riding ability on the booking form. However, it is a condition of your booking that you accept that the person in charge is entitled to require you to dismount, or to refuse to allow you to ride, if for any reason, including your experience, inability, behaviour or health, they consider that you may endanger the safety or welfare of yourself, the horses or any other person.

### **13. Changes by Us**

All information contained in the printed details and on this web site is published in all good faith and is believed to be correct at time of going to press. However, the Company reserves the right to modify, alter or curtail your holiday or riding itinerary without liability. **The itinerary with respect to beach riding should be carefully noted, since this will change during the course of the year.**

Bad weather conditions, damage to tracks and riding surfaces, closure of routes, fitness of horses may all present hazards to the safety of the ride. In such circumstances you agree to accept any modifications or changes required by the person in charge.

### **14. Special Diet or Facilities**

If you have any special requests, please clearly write these on your booking form. Although we do our best to provide the diet or facility you need, we cannot guarantee that we will always be able to do so. Failure to meet any special request will not be a breach of contract on our part.

### **15. Fitness to ride**

If you have any medical problem or disability which may be affected by riding, or may affect your booked arrangements, you must advise us in writing at the time of booking giving full details. If we feel unable to properly accommodate your needs we must reserve the right to decline or cancel your booking.

### **16. Additional meals, drinks and services**

Any additional meals, drinks, or additional night's accommodation taken at your B&B, or elsewhere, are outside this holiday package and are your responsibility. You should ensure that you pay for these additional services before you check out.

### **17. Complaints**

We sincerely hope that you will enjoy your holiday with us at Rempstone Stables. However, if you have any problem, you should speak to a member of our staff at the time, so that help can be given as soon as possible.