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Terms & Conditions for Booking & Cancellation & Horse Riding

1. **Bookings**— can be done in writing, orally or by phone. For minors, the consent of the parent or guardian is necessary. By booking, the customer accepts the terms and conditions and agrees. The mutual rights and obligations of the contracting parties are governed exclusively by them. Upon registration, 50% of the price is due as deposit and reservation fee and can be paid by credit card, Paypal, bank transfer or even cash
2. **Cancellation Policy** – Booking fees are not refundable once they have been confirmed. An alteration to the booking may be made more than seven days in advance, subject to availability and a handling fee of 10 €. Customers are advised to insure against unforeseen circumstances. Cancellations by e-mail are only valid once an acknowledgement has been received.
3. **Weight Limit**– We always need to know the weight of our guests before we can confirm a booking- – more than 13,4 stones/85kg/188lbs is absolutely not possible.
4. **Age** – we accommodate children only with a good basic of riding abilities of 10 or more years. Full beginners have to be adults.
5. **Force Majeure** – In the event that North Ride Ibiza is unable to provide a suitable mount due to circumstances out with its control, the limit of responsibility will be the cost of the event that the customer has paid for. A full refund of fees paid to North Ride Ibiza will be given in such cases. (i.e. lameness of horse, inclement/adverse weather conditions)
6. **Late Arrival** –If riders arrive late, more than 15 minutes, they may not be allowed to proceed,, or the length of the event may be curtailed. No refund will be given in such cases.
7. **Clothing** – Hard hats are provided free of charge by North Ride Ibiza. However, it cannot be guaranteed that they will fit all heads! Jodhpurs or stretch trousers are recommended and closed footwear (Short trousers and Flip Flops or open shoes are not suitable). Jewelry, including ear rings and other piercings should not be worn. Customers who arrive inappropriately attired may not be able to ride and no refund will be given.
8. **Overweight riders/lack of experience** – North Ride Ibiza reserves the right to cancel an advance booking in the event that, when a rider arrives on the arranged day he/she is either over the weight he/she confirmed to us , or not of the level of experience that he/she declared. In such a case, a refund will not be given.
9. **Inclement weather** – Rides are rarely cancelled due to inclement weather. Fees paid for rides that are booked in advance will not be refunded unless North Ride Ibiza deems that the weather is unsuitable to proceed with the event.
10. **Ride Rules**
 1. North Ride Ibiza reserves the right to refuse entry to the property or access to our horses at any time for any reason we see fit.
 2. North Ride Ibiza reserves the right to cancel a ride for any reason, including but not limited to weather conditions, safety, security, or minimum numbers not being achieved (2ppl required). In this event bookings can be rescheduled, or refunded in the form of a gift voucher.
 3. All rides will go at the pace of the most inexperienced rider. This is to ensure everyone can enjoy the ride, and all riders have complete control of their mounts.
 4. Should the instructors feel riders are acting in an unsafe manner, or if riders fail to listen to instructions, North Ride Ibiza has the right to end the ride immediately. North Ride Ibiza instructors have the authority to remove said rider(s) from their horse.
 5. "If you can't see us, we can't see you". All riders must remain in sight of instructors at all times.
 6. Instructors are here to help and make your ride safe and enjoyable. Riders must listen to all directions given by instructors.
 7. North Ride Ibiza will designate a horse to each rider – horses are selected based on riders' height, weight, and experience level. We know you'll have lots of fun regardless of which horse you ride!
 8. Approach all horses in a respectful manner. Although all of our horses are friendly, please approach them in a safe and respectful manner.
 9. Running, yelling, screaming, etc. around horses is not permitted. Please do not approach horses from behind.
 10. **Private Rides**- we accept 1 or on occasions 2 beginners on private rides. Rides with beginners take only place in walk.
 11. **Groupe Rides**- are for advanced riders only, confident and able to control a horse in walk, trot and ideally also canter. Rides are limited to a maximum of 5 people per session, and require a minimum of 2 people for a ride to depart.

Staffing - Every effort will be made by North Ride Ibiza to give customers an enjoyable and memorable experience. Each ride will be taken by a trained escort according to the declared level of the rides or riders.
