

# Terms & Conditions

Horse riding is a risk sport and handling horses can be potentially dangerous. We take great care to ensure that all of our horses and ponies are well trained and reliable, but they are hired to the rider with the clear understanding that:

## **YOU RIDE ENTIRELY AT YOUR OWN RISK.**

In the event that a rider is not capable of the riding required for a particular trek or trail ride, Glen Oro Ltd. reserves the right to request that that rider not commence and/or continue that trek or trail ride. In this instance, the rider will be placed on a trek or trail ride suitable to their abilities and no refund will be available. Determining the level of experience and/or suitability of a rider is done at the sole discretion of Glen Oro Ltd.

Bookings are accepted on the basis that riders do not suffer from any illness or disability which could prejudice their safety on horseback.

All treks and trail rides are subject to availability. Glen Oro Ltd. reserves the right to cancel and/or reschedule any trek for any reason at any time - typically in Canada these instances may be weather related, such as extreme heat or extreme cold. In the event that a cancellation is made by Glen Oro Ltd., all deposits and/or any part of the total balance that has been paid will be refunded in full in the same manner in which it was originally paid. After this Glen Oro Ltd. is under no further obligation.

All trek itineraries and/or routes are approximate. Occasionally conditions dictate that they be changed. All itineraries are subject to change at any time and for any reason at the sole discretion of Glen Oro Ltd.

Prices quoted are based on conditions at time of quoting. If these should alter, Glen Oro Ltd. reserves the right to offer guests a choice between paying the altered price or accepting a full refund.

Glen Oro Ltd. will not be responsible for loss and/or damage of personal items during any of our treks.

## **BOOKING POLICY & CONDITIONS**

All rides must be booked and a deposit paid for in advance of heading out on your ride – with the balance being settled after your experience. Payment can be made in CAD by cash or any major credit or debit card, however, we do not accept personal cheques, traveller's cheques or foreign currency.

## **CANCELLATION CONDITIONS**

Treks and trail rides go out in all weather conditions, rain or shine. In the event that Glen Oro Ltd. has to cancel a trip for any reason, your deposit and/or any part of the total balance that has been paid will be refunded in the manner in which it was originally paid.

In the event that you have to cancel a trek for any reason, cancellation fees will be calculated as follows:

Cancellation 3 days or less prior to departure: 50% of Total Balance may be charged, minus deposit.

## **RESCHEDULING CONDITIONS**

Treks and trail rides go out in all weather conditions, rain or shine. If YOU wish to reschedule your ride 3 days or less prior to your originally scheduled ride, we will keep the initial deposit.

## **CONDITIONS APPLYING TO CHANGE OF BOOKING**

In the event that you need or want to change your booking, a fee of 10% of the total balance due may be charged per person for each change made. If the alteration is made 3 days or less prior to departure, the cancellation charges above may apply.

Please note that we may charge the full amount of the trek or trail ride booked for same day cancellations or no shows for time pre booked.