

Hallagenna Riding

St Breward

Bodmin Moor

Cornwall

PL30 4NS

Tel. No. 01208 851500

Email: [admin@hallagenna.co.uk](mailto:admin@hallagenna.co.uk)

Website: [www.hallagenna.co.uk](http://www.hallagenna.co.uk)

## **Terms & Conditions for riding from & At Hallagenna Riding, St Breward, Cornwall.**

**Below you will find a summary of terms and conditions. Full terms and conditions for riding can be requested from Hallagenna please e mail [admin@hallagenna.co.uk](mailto:admin@hallagenna.co.uk) Or write to us at Hallagenna Riding Hallagenna Farm St Breward, Cornwall, PL30 4NS.**

### **1. Bookings**

1.1 All bookings will require Heights, Weights and ages for each rider.

1.2 All bookings are taken on the basis that all information given by the client. Is accurate at the time of the ride. And that each rider is wearing suitable clothing and footwear for the ride they have booked.

1.3 Each rider will be required to give accurate detail of any riding experience.

1.4 All bookings will be required to pay a 50% deposit to secure the booking.

1.5 All rides booked must be paid for in full no less than 7 days before the time of the Ride. Should the ride not be paid for 7 days in advance of the booking. We reserve the right to cancel the ride, without any refund of any payments.

1.6 When the booking is made for a particular time, we expect the ride to Commence mounting no later than this time. We therefore request that every rider attends Hallagenna 15 minutes before the time of the ride booking.

Should you arrive later than this, your ride may be shortened in order that the following ride is not Kept waiting.

## **2. Ride attendance & Ride duration:**

It is the intention of Hallagenna Riding that you enjoy the riding experience that you have booked. Although rides booked are up to the specified duration of the ride when booking. Due to situations, we cannot control for example. the pace of the horse/pony during your ride, ground and weather conditions, and other riders in the group. It is likely that your ride may be shortened or lengthened, according to unforeseen situation which may occur during the ride.

## **3. Cancellations:**

3.1 Hallagenna Riding reserves the right to cancel rides at any time.

3.2 If Hallagenna has to cancel a ride before it commences due to reasons which are unforeseen. I.e. (Adverse weather conditions, Health and safety issues etc.) We will offer all riders a replacement ride or a voucher for riding. Should the riders be unable to change the ride time a full Refund may be considered subject to our administration charges. Except in circumstances where false rider information has been given or riders have not complied with our terms and conditions.

3.3 Should a client wish to cancel or change a booking. A minimum of 24 hours' notice must be given. If less than 24 hours' notice is given your deposit may be retained by Hallagenna Riding.

3.4 Cancellations will not be refunded due to weather conditions unless Hallagenna Riding considers that the conditions are unsafe to take riders out.

3.5 Cancellations due to illness which are requested less than 24 hours before the time of the ride will require a doctor's letter to entitle the rider to a refund.

3.6 Once a ride commences. Refunds cannot be given.

3.7 All Cancellations and booking which are changed to a different time will incur an admin Charge of £5 per rider. This fee is to cover the administration involved in the cancelling and re booking process. Unless Hallagenna Riding agree not to charge this fee.

3.8 Although at the discretion of the management. Customers who cancel a ride which is then re-booked can request that any administration charge made, be discounted from the ride if re booked within 30 days of the cancelled ride.

3.9 Cancellation administration fees will be charged at a rate of £5 per rider per 30 minutes of the ride booked.

3.9a No refunds will be given for Cancellations which are made less than 24 hours advance of the Ride booking. Unless we at Hallagenna consider their to be a valid reason. (Proof may be requested)

**A COMPLETE COPY OF OUR FULL TERMS AND CONDITIONS IS AVAILABLE AT RECEPTION AT HALLAGENNA RIDING, HALLAGENNA FARM. WHICH IS AVAILABLE FOR YOU TO READ AT ANY TIME. SHOULD YOU A COPY OF THESE TERMS AND CONDITIONS PLEASE REQUEST A COPY BY POST. REQUEST BY POST TO:**

Hallagenna Riding

Hallagenna Farm

St Breward

Cornwall

PL30 4NS

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Website: [www.hallagenna.co.uk](http://www.hallagenna.co.uk)

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