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Service Terms
and Booking Conditions

Please read these terms and conditions carefully before booking and contact us if you have any questions. By requesting confirmation of our service, you are deemed to have accepted these terms and conditions in full.

This document details Wild Riders Service Terms and Booking Conditions. It includes:

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PROFESSIONAL DETAILS

Wild Riders operates under Catalina Camp Prats, with identification number 21774317X, registered in Barcelona, and whose business activity is specified as travel broker, covered by the special regime for travel agents under Spanish law.

In these Service Terms, “the client”, “your” or “you” refer to the person requesting our service or booking a ride through us. “We”, “us”, “our” and “the agent” refer to Wild Riders travel and Catalina Camp as the travel agent. The “partner” refers to the tour operator and/or collaborators responsible for the ride.

TRAVEL AGENT SERVICE TERMS

When requesting our service or booking with us, the following terms and conditions shall apply to the contract entered into with the partner. The partner, who is the contracting party to the booking agreement, is responsible for delivering the riding and/or package tour. We act as an intermediate between the client and the partner. We are not responsible for the ride or the trip or for the acts or omissions of the operator or any supplier involved in the booking. The partner can have its own terms and conditions applicable to the booking of the partner's ride and/or tour.

As a travel agent, we act as intermediaries. We do not enter into any contract with the client regarding the provision of any service or aspect of the travel arrangements, including the itinerary, horses, accommodation, transport, catering or any other additional activity. The agent's responsibility towards the client is to provide information about the ride and any additional activities included in the tour package, as received from the partner and collaborators. The agent will communicate with the client on behalf of the partner and with the partner on behalf of the client. We are not responsible for the partners' products and/or service. We act as connected connectors. We provide service as an intermediary.

By booking our service, you agree to these terms and conditions in full.

RIGHTS RESERVED

We reserve the right of admission. We reserve the right to refuse service. We reserve the right to deny booking. If we consider that a person's profile is not suitable for our services or a specific ride, we reserve the right to refuse service and to deny booking. We reserve the right to update our Service Terms and Booking Conditions. The partner also has these rights.

BOOKING CONDITIONS

TRAVEL PROGRAM

We will provide the potential client the following information on the travel before booking:

- Program (including an outline of the itinerary)
- Dates
- Prices (total amount per type of service, deposit payment, what's included and what's not included, supplements under request and subject to availability)
- Type of service
- Requirements

For further information, you can contact us via email, whatsapp message or phone call.

TRAVEL REQUIREMENTS

In order to travel with us, the client must meet the following requirements:

1. Have a health and/or travel **insurance policy that explicitly covers horse riding** at the travel destination during the whole program.
2. Get the **proper travel permits** such as a passport valid at least 6 months after the return date. Visas and/or other official documents when applicable.
3. **Arrange own flights** or other transportation means to the meeting point (where the program starts).

When you book our travels, you take on a formal commitment to meet all the three requirements. All these arrangements are the client's responsibility. We make an effort to assist you with our advice based on our first-hand experience.

We do not manage your flight tickets or other transportation means before the meeting point or after the farewell point. We can share our recommendations and we can usually arrange airport pick-ups or drop offs, but that is not guaranteed for every program.

We do not manage visas or other permits, even if you are required to travel. You are responsible for your own passport and have to refer to your Government's official page to comply with any necessary arrangements. Remember it is generally required to travel with a passport valid more than six months after the return date.

We do not manage your insurance but you are required to have one that meets our criteria. We can also share our recommendations based on our own experience. It is your responsibility to arrange a proper riding abroad health insurance for yourself that properly covers you in case of an accident or any emergency.

The client must also share with the agent the following information:

- Confirm that the policy explicitly covers horse riding at the travel destination during the whole program. Details: Insurance company, policy number, 24h international emergency contact.
- Passport number and expiration date. Visa number and validity when applicable.
- Flight dates, arrival and departure times and flight numbers.

All of the travel requirements listed above are indispensable. You must comply with all and each one to be able to travel with us. The client needs to have them all ready at least 60 days prior to the travel start.

Even if the client has a booking reservation, failing to meet any of these travel requirements will make the booking void. If the client does not meet the necessary requirements or fails to provide this information, we reserve the right to refuse service and the client will not be able to join the travel. We are not responsible for any inconveniences resulting from it and you will not have the right to any refunds or modifications.

Please, remember that the client also **needs to be a seasoned rider** to be allowed to travel with Wild Riders. If you wish to come as a non-rider, let us know and we will do our best to accommodate you within the travel group you aim to be part of.

RESERVATIONS

Prior to making a booking, the agent will share with the potential client specific **information** on the ride, including the program, dates and prices.

To make a booking, the potential client must apply by completing a **form** in its own name. By doing so, the potential client is bound to comply with the booking terms and conditions set by the agent and, when applicable, to those of the partner too. Each potential traveller is responsible for themselves, confirms that is authorised to do so, and that is over the age of eighteen.

If we consider the potential client's profile suitable for the ride, we will check **availability** with the ride's partner and offer a spot on the partner's behalf. Availability is not guaranteed.

Once availability is confirmed, we offer you to book and share the details to make a **deposit** payment. Your spot is reserved once the deposit payment is received and confirmed. A contract will exist between you and the partner. We will issue you with a document containing relevant information such as the partner's details. The rest of the amount will be due prior to the ride.

DATA DISCLAIMER

All data and information provided by the potential client through the form must be truthful, accurate and up to date. Failing to do so makes the service and/or booking contract void. We do not take any responsibility for the consequences or inconveniences resulting from it.

It is your own responsibility to be honest about your physical and mental condition, as well as to be realistic about your riding skills. False or inaccurate data is the person's responsibility. Any misleading information provided by you will release us from any liability towards you.

PAYMENTS

A deposit payment is due to book. Its confirmation reserves your spot.

- The amount of the deposit payment is established prior to booking the travel. It must be at least 30% of the total price. Some partners require a higher deposit, in that case we will inform you. The exact amount is usually detailed in the travel program.

- The time window to make this payment is up to 7 natural days after you receive the availability confirmation.

Your spot is not reserved until we issue a confirmation on receipt of the deposit payment due at the time of booking. If a potential client misses the time window to pay the deposit, the potential client loses the right to that spot and it will become available for another potential client.

The rest of the amount is due 90 days prior to traveling.

In order for us to make the payment to the partner, full payment for the booking must be received by us not less than 90 natural days before the start of the travel program. The full payment deadline will be notified to you along with the deposit receipt confirmation.

- If you request an extra service, we will charge you the corresponding supplement on top of the standard total price.
- If you book within 90 days of the start date of the program, we will ask you to pay the full amount to reserve your spot.
- If the total amount of the ride is less than 1.500,00 € per person, we will ask you to pay the full amount to reserve your spot.

If all payments due are not received in full and on time, acting as an agent on behalf of the partner, we reserve the right to treat your booking as having been cancelled by you. In this case, the cancellation policy set out in our service terms and booking conditions will apply.

Please note that some extra expenses are not included in the travel program's final price. For example: extra services requested and personal expenses. Bear in mind that some other expenses are necessary to travel (required and compulsory) but not included (as the price may vary for each client). For example: a personal health insurance that explicitly covers horse riding in the destination country and plane tickets.

As the partners' agent, we reserve the right to pass on to you in full any additional costs and charges of any kind imposed by the tour operator in accordance with its own terms and conditions. We reserve the right to correct errors in both advertised and confirmed prices. We will do so as soon as we become aware of the error. Once you have received your confirmation receipt and your booking has been confirmed, the price will not change from our part.

SUPPORT

We aim to support you during the whole journey: the “pre” travel, the travel-”ing” and the “post” travel.

“Pre”- travel: We are happy to offer you recommendations based on our own experience. Count on our personal attention, tailored advice and support any time needed. We can also offer you extra services on request if available, such as airport pick-ups or drop offs, single room

accommodation, etc. If you want our counsel regarding other preparation arrangements, just let us know and we will help as much as we possibly can.

Travel - “ing”: As a general rule, the travel program you book starts at the gathering point and finishes at the farewell point. Our service as the agent is related to a specific travel program you book through us with our operating partners. Nonetheless, we aim to offer you 24/7 back up support while you are traveling. If you happen to have an emergency, you can call us time, night or day. Our trusted partner is “there” in the field for you and we are “here” at home for you too.

“Post”- travel: We do our best to build a connection that lasts beyond the end date of a travel program. Our service also includes client care and connection with our community. Once you have traveled with us, you might be invited to join our WR club.

CHANGES ON YOUR PART

If you wish to add extras, supplements apply and your total final price will rise accordingly. We will confirm availability and the extra amount prior to charging you.

If you need to make any changes to your confirmed booking, you must notify us in writing by email. You should receive an email within 24 to 72 hours; if you do not receive one, please contact us again. Although we will do our best to assist you, we cannot guarantee that we will be able to accommodate your requests. We may charge an administration fee of €50 per change, in addition to the operator’s fee. Any other costs incurred by the operator will be your responsibility.

CANCELLATION AND MODIFICATION POLICY

In case of a cancellation, the following policy applies depending on who cancels:

Cancellations or Modifications by the client:

If you need to cancel your chosen trip after booking, you must notify us immediately in writing at info@wildriderstravel.com. Our general terms and conditions are as follows:

Refunds:

- Refunds are accepted within the first 10 calendar days following the booking deposit payment: we refund the deposit minus any applicable bank charges and a cancellation fee of €300 per traveller to cover the time spent managing your booking.
- After 10 calendar days since the booking deposit payment: no refunds are permitted and the full deposit is forfeited.

- If you cancel between 90 and 0 calendar days before the start date of the travel program: no refunds are permitted. The full deposit and 100% of the total amount are forfeited. These are non-refundable and cannot be applied as a discount on future trips, as they cover the costs associated with managing the booking, as well as the advance payments that often need to be made to the partner in accordance with the preparation of the ride.

Modifications:

- Modifications are permitted within the first 10 calendar days following the booking deposit payment: you may use the deposit to book another trip within 365 calendar days of cancellation. In this case, an administration fee of €150 per traveller will be charged to cover the time spent managing your booking and/or trip.
- After 10 calendar days since the booking deposit payment: no changes are permitted and the full deposit is forfeited.
- If you cancel between 90 and 0 calendar days before the start date of the travel program: no changes are permitted, the full deposit is forfeited and 100% of the total amount is charged.
- Under no circumstances can a booking be modified to change travellers. *

* If you find a potential replacement person, a new booking must be made requesting a sport transfer. You may do so up to 30 calendar days before the start date of the travel program. The potential replacement may only take your spot if that person: meets the appropriate profile for the travel according to our criteria, meets all specific and necessary requirements for the ride, and pays the full amount of the travel under the same booking conditions you book it. In this case we can apply a special clause to you: you may use your deposit payment to book another service to travel within the next 365 calendar days after the cancellation. In this case, an administrative fee of 150 euros will be charged to you to cover the time spent managing your booking.

We aim to process any refunds or modifications due within 30 calendar days of receiving notification of cancellation. If you do not provide us with your bank account details to process the refund, your right to a refund will expire six months after notification of cancellation.

Each partner has its own terms and conditions, which you can request with each booking. The partner may also charge an administration fee in the event of cancellation on your part. This is reviewed on a case-by-case basis. If you have cancellation insurance, depending on the reason for cancellation, you may be able to claim these cancellation fees (minus any applicable charges) under the terms of your insurance policy. In any case, you must pay the cancellation fees and claim a refund directly from your insurance company.

The cancellation or modifications of other travel-related services arranged by the client, even if required by travel conditions or booking terms, such as flight tickets and other complementary products or necessary services, is not our responsibility. You should refer to your provider's cancellation policy.

Cancellations or Modifications by a partner or by the agent:

On rare occasions, the operator or agent may need to amend, modify or cancel a trip after it has been booked. In such cases, we will notify you in writing. Our general terms and conditions are as follows:

When a minor change is notified prior to the departure date, we will provide you with the updated information. A minor change made by the operator or by the agent will not give rise to any alternatives or refunds for you.

If the operator or the agent is obliged to make a significant change, such as a change of date or a significant reduction in the standard of accommodation for the whole or a significant part of the trip, or to cancel the trip, we may offer you alternatives.

We will inform you of the change, including details of any price changes, regarding your booking, together with a deadline by which you must notify us of your decision to accept or decline the proposed arrangement.

If you accept the agreement or alternative arrangement, no refund will be made and your booking will remain valid for travel.

If you do not wish to accept the agreement or alternative plan, your booking will no longer be valid for travel and you will be entitled to a refund subject to the following conditions:

- If the change is the partner's responsibility, you will be entitled to a full refund minus a €300 fee associated with the administration of your booking.
- If the change is the joint responsibility of the partner and the agent, you will be entitled to a 100% refund of the amount.

As our travels can be somehow wild and in remote locations, the operator reserves the right to modify the itinerary depending on weather conditions, for your own safety, that of the group and that of the horses.

If a travel is subject to a minimum number of travelers, the operator and/or the agent are entitled to cancel your booking. We will inform you of any minimum number of participants and the deadline for confirming the travel. In the event of cancellation by the operator and/or the agent due to the travel not reaching the minimum number of bookings, neither the partner nor the agent shall be liable to you for any refund, compensation or other expenses. Nor shall they be liable to you for any changes or alternatives of any kind. The operator and the agent also reserve the right to run the travel with fewer participants than the established minimum.

The agent has no obligation whatsoever in the event of cancellation or alteration by other providers of services or products complementary to the trip you have booked. The agent shall not be liable for any costs, expenses, losses or similar sums incurred by you as a result of the cancellation, for example, of flights you have taken in connection with your booking.

Summary

If you cancel: no refunds nor changes after 10 days after a reservation. We might consider doing an exception if you bring a really good back up rider in your place.

If the partner cancels: you get a refund. Exception: case of force majeure.

If the agent cancels: you get a refund. Exception: case of force majeure.

In almost all cases, administration fees apply.

We have an insurance policy that provides coverage in the event that we fail to provide the due service.

We can't take responsibility for cancellations or changes made by third parties other than a partner.

PLEASE NOTE

FORCE MAJEUR

Unless expressly stated otherwise in these booking terms and conditions, neither the partner nor the agent can accept any liability or pay any compensation in the event that the performance or timely performance of their contractual obligations is prevented or affected, or you suffer any damage or loss (as described in more detail below) as a result of an event of 'force majeure'. In these booking terms and conditions, 'force majeure' means any event which the agent and/or the partner of the service or services in question could not have foreseen or prevented, even with all due diligence. Such events may include war or the threat of war, riots, civil unrest, actual terrorist activity or the threat of terrorist activity, industrial disputes, natural or nuclear disasters, adverse weather conditions, fires and all similar events beyond their control. A recommendation by the Government's Department of Foreign Affairs to avoid or leave a particular country may constitute a case of force majeure.

Unless expressly stated otherwise in these booking terms and conditions, the partner and/or agent shall have no liability and shall not be obligated to pay any refund, compensation, expenses, or other sums when the performance or timely performance of their obligations under their contract with you is prevented or affected by unavoidable and extraordinary circumstances, or you suffer any damage, loss, or expense of any nature as a result thereof. Likewise, the agent and/or the partner shall not be liable for any claim, liability, expense, or loss arising from or related to unavoidable and extraordinary circumstances.

CODE OF CONDUCT

The client is expected to behave respectfully and follow common sense. If inappropriate or anti-social behaviour occurs prior to the trip, we reserve the right to refuse service. In these circumstances, the deposit will be returned to the client minus a fee of 300 € charged by the agent to cover administrative and booking management costs. Inappropriate or anti-social behaviour may include, but is not limited to, manipulation, intimidation, rudeness, aggression, emotional instability, or dishonesty. Such behaviour is considered harmful to the overall experience and wellbeing of the group.