

**WR**  
**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:

**SERVICE TERMS**

Professional Details  
Travel Agent Service Terms  
Rights Reserved  
Support

**BOOKING CONDITIONS**

Travel Program  
Travel Requirements  
Reservations  
Data Disclaimer  
Payments  
Changes on Your Part  
Cancellation and Modification Policy

**LIABILITY**

Partner, Agent, Suppliers, Client, Riding  
Force Majeure  
Health  
Luggage  
Delays  
Risk Agreement  
Claims  
Governing Law

**PLEASE NOTE**

Code of Conduct  
Photography, Audio and Video  
Commercial Projects and Content Creation

## **PROFESSIONAL DETAILS**

Wild Riders operates under Catalina Camp Prats, with NIF VAT number ES 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 “your” 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 local providers and/or collaborators responsible for the ride, other services or arrangements.

## **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 partner, other 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. Wild Riders is the disclosed agent of the local partners we represent. We do not act in any other capacity and we do not enter into any contract with the client regarding the provision of any service or aspect of the travel arrangements, including without limitation, itinerary, rides, guiding and support services, 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. The only contract we sign with the client is a payment agreement contract that outlines payment details, total sum to be paid, balance due date, deposit amount, bank details and all responsibilities we have as an agent of the local partner.

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.

## **SUPPORT**

We are intermediaries at your service. 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.

## **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 travel program.**
2. Get the **proper travel documents** 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 get to the meeting point (where the program starts) and depart from the farewell point.

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.

### **1. Insurance**

It is a condition of booking that you have or arrange adequate insurance cover for personal liability, medical expenses, and holiday cancellation. It must be valid from the date the travel contract comes into effect until the travel is completed. It must explicitly cover equestrian activities such as riding.

When arranging travel insurance, you must ensure that your insurer is fully informed about the nature of your trip, your destination and any activities you plan to undertake. Horse riding holidays may be considered high risk and may not be included in standard insurance policies. You must therefore confirm that your policy provides appropriate cover, which must explicitly include riding activities.

If you do not arrange the aforementioned cover, we may refuse your booking or cancel your travel. In any event, it will be considered a cancellation on your part and the agent and/or the partner will not be held responsible for any expenses, loss or damage you incur as a result of your failure to comply with this clause or the requirements of your travel insurance policy. Please read your policy details carefully and take them with you while traveling. It is your responsibility to ensure that the insurance cover you purchase is suitable and adequate for your particular needs.

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

- Confirmation that the policy explicitly covers horse riding at the travel destination during the whole program.
- Provide a copy of your insurance certificate for our records, including: insurance company, policy number, 24h international emergency contact.
- We may need to refer to this if you are involved in an accident.

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 due responsibility to arrange a proper travel and health insurance for yourself that includes equestrian activities and properly covers you in case of an accident or any emergency.**

In addition, it is a condition for booking that you complete and sign the Wild Riders Indemnity Form which will be sent to you during the booking process.

## **2. Documents: Passport & Visa**

You are responsible for your own passport and have to refer to your Government's official page to comply with any necessary arrangements. We do not manage visas or other permits, even if you are required to travel.

We will provide general information about passport, health and visa requirements applicable to your travel destination. You must check requirements for your own specific circumstances with the relevant Embassies and/or Consulates and your own doctor as applicable.

You must have all necessary travel and health documents at least 60 days before departure. You must pay all costs incurred in obtaining such documentation. Requirements do change and you must check the up to date position in good time before departure. We regret we cannot accept any liability if you are refused entry onto any transport or into any country due to failure on your part to carry all required documentation or otherwise comply with any passport, visa, immigration requirements or health formalities.

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

- Passport number and expiration date.
- Visa number and validity when applicable.
- Other permits or health documents when applicable.

The Spanish Ministry of Foreign Affairs publishes advice and travel information by country here: <https://www.exteriores.gob.es/es/ServiciosAlCiudadano/Paginas/Recomendaciones-de-viaje>. We strongly recommend you check this website regularly before your departure and consider how this advice ties in with your insurance cover.

Please note that it is generally required to travel with a passport valid more than six months after the **return** date.

## **3. Flights and Transportation**

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.

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

- Flight dates, arrival and departure times and flight numbers.
- Other transportations' details when applicable.

**All of the travel requirements 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 partner or 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.

## **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 partner's fee. Any other costs incurred by the partner 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](mailto: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 partner 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 partner or by the agent will not give rise to any alternatives or refunds for you.

If the partner 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 partner 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 partner 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 partner 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 partner 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.

## **LIABILITY**

### **Partner**

The partner is responsible for the performance of the services it has contracted to provide in accordance with the partner's terms, these booking conditions, the law applicable to your

contract with the partner (which may not be Spanish) and the laws and standards of the country where your travel arrangements take place. The partner may exclude or limit its liability to you in respect of any breach of contract, negligence or other fault on its part (including without limitation, in respect of the acts and/or omissions of the partner, its employees, agents, suppliers and other third parties who provide any services in respect of or in connection with your travel) which may otherwise give rise to an entitlement on your part to claim damages. Any such exclusion or limitation will usually be found in the partner's terms. In some countries or states, certain limitations and exclusions of liability may be mandated, authorised or approved by the law of that country or state which may (or may not) be included in the partner's terms.

### **Agent**

Wild Riders acts in the capacity of agent of the partner and we do not enter into any contract with you in respect of the provision of any arrangements without limitation including the rides, accommodation, transport, catering or any additional activities without limitation. We accept no liability in relation to the holiday itself or for the acts or omissions of the partner concerned. The terms and conditions of the partner will apply to your contract.

As a travel agent, our responsibilities are limited to the provision of information in respect of the rides and riding and other travel arrangements provided by the partners, making your booking with your chosen partners and otherwise communicating between you and the partner in respect of your booking. Wild Riders does not have any liability in any capacity in respect of the performance of your contract by the partner or for the acts and/or omissions of the partner, its employees, agents, suppliers and other third parties who provide any services in respect of or in connection with your travel. We endeavour to share accurately the information on the travel arrangement that the partner provides as accurately and up to date as possible. Where there are errors or omissions Wild Riders does not have any liability in any capacity for information passed to us in error. If we are notified of an error we will of course notify you as soon as reasonably practicable if we become aware of the same.

In the event that we are found liable on any basis whatsoever our maximum liability to you if we are found to have been at fault in relation to any service we provide as agent for the partner concerned, as opposed to any service provided by the third party for whom we are not responsible, is limited to the commission we earn or are due to earn in respect of the travel in question. We do not exclude or limit any liability for death or personal injury which arises as a result of our negligence or that of our employees whilst acting in the course of their employment. We will not be liable in any circumstances for any indirect or consequential loss or damage or for any sum which relates to or arises from any business including without limitation, self-employed loss of earnings.

### **Suppliers**

Independent suppliers provide most accommodation, services and transport. All bookings are subject to the partner conditions and regulations of these carriers/ transport proprietors/accommodation providers and service suppliers. These conditions may limit or exclude liability to you and may be subject to provisions of international conventions. Some

partner suppliers may require a waiver of responsibility to be signed, which may limit some of your rights vis a vis those suppliers.

### **Client**

When you book your travel you accept responsibility to the partner for any damage or loss caused by you or any member of your party. Full payment for any such damage or loss must be paid directly to the partner at the timer. If you fail to do so, you will be responsible for meeting any claims as a result of your actions.

You are expected to have consideration for other people. If the partner or in the reasonable opinion of any other person in authority believes you behave in such a way as to cause or be likely to cause danger, upset or distress to any third party or damage to property, the partner is entitled, without prior notice, to terminate the travel of the person concerned. In this situation, the person concerned will be required to leave the travel program. Neither the partner nor the agent will have any further responsibility toward such a person including any return travel arrangements. The partner will make no refunds nor will they pay any expenses or costs incurred as a result of the termination.

### **Riding**

Horse riding is an inherently dangerous sport that can result in serious injury or even death. Even the best trained horses can become frightened and respond in a way that is unsafe. You are responsible for your own safety at all times. The partner may give you specific instructions for dealing with horses and the environment and you must follow their guidance at all times. The partner retains the right to deny you the opportunity to ride or be around the horses if they feel it is unsafe or that you have misrepresented your horse riding ability. The partner or the agent do not owe you any compensation in this situation as you are responsible for sharing accurate information about the riders fitness and ability when booking so that it can be accurately assessed if the travel is appropriate for the client. The agent and/or partner may ask you to sign a disclaimer or waiver acknowledging that the ride partner is not responsible in the event of your suffering personal injury, death or damage to property. Whether or not you are asked to sign a disclaimer or waiver, neither the ride partner nor the agent will be liable in the event you suffer personal injury, death or damage to property as a result of or in connection with horse riding or any horse related activity or which is otherwise caused by a horse or horses or any other animal.

### **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 a result of an event of 'force majeure'. Likewise, the agent and/or the partner shall not be liable for any claim, liability, expense, or loss arising from force majeure or related to unavoidable and extraordinary circumstances.

In these service terms and booking 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, or any extraordinary circumstances beyond the control of the agent or the partner. Such events may include, whether actual or threatened, but are not limited to: 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, including without limitation, storms, fires, floods, droughts, exceptional temperatures, pandemics/epidemics, interruption or restriction of any public utility (such as electricity or water) and compliance with any law or governmental order, rule, regulation or direction, local restrictions or bye-laws or local custom, and all similar events beyond control. A recommendation by the Government's Department of Foreign Affairs to avoid or leave a particular country also constitutes a case of force majeure.

## **HEALTH**

To join a ride, the client must be in an adequate health condition and be a seasoned rider. Remember, it is also a condition for booking that you complete and sign the Wild Riders Indemnity Form which will be sent to you during the booking process. It is your responsibility to ensure you are aware of all recommended vaccinations and health precautions in good time before departure.

If you have any special request, please advise us at the time of booking. We will manage any reasonable requests but no guarantee is given that any request will be met. Failure to meet any special request will not be a breach of contract on the agent's nor the partner's part. Confirmation that a special request has been noted or passed on to the partner or the inclusion of the special request on your confirmation invoice or any other documentation is not confirmation that the request will be met. Unless and until specifically confirmed, all special requests are subject to availability. For your own protection, you should obtain confirmation in writing that a special request will be complied with (where it is possible to obtain this) if it is important to you. Any special request which we have accepted will be specifically confirmed as accepted by writing to you.

Our service and the partners' type of travels may not be suitable for people with certain disabilities, medical conditions or significantly reduced mobility. Before your booking is confirmed, we can advise you as to whether a travel program is generally suitable for someone with reduced mobility. However, reduced mobility of course means different things to different individuals as individual capabilities, restrictions and requirements vary considerably. When we refer to reduced mobility, this means any material reduction in mobility whether this is permanent or temporary and whether caused by age or by physical or mental disability or impairment or other cause of disability.

Should you suffer from any medical condition, disability or significant reduction in mobility which may affect your travel (including any which affect the booking process) or have any special requirements as a result, please tell us before you confirm your booking so that we can

assist you in considering the suitability of the arrangements and/or making the booking. In any event, you must provide full details in writing at the time of booking and whenever any material change in your condition, disability or mobility occurs so that we can reconsider the suitability of the travel and/or pass this information to the partner. You must also promptly advise us if any medical condition, disability or reduced mobility which may affect your travel develops after your booking has been confirmed.

## **LUGGAGE**

Your luggage may be in a transfer vehicle in dry, dusty or wet conditions, sometimes being carried on the roof of the vehicle. Sometimes, some luggage may be transported in alternative means, such as pack animals. The partner will endeavour to ensure the safety of your luggage but loss and damage can occur. You are recommended not to travel with valuable, precious or irreplaceable items. The client is responsible for all personal luggage and items. It is your responsibility to drop off all luggage at the designated load areas and to pick it up at the designated unload areas. If you forget something, the partner will try to get it back but there is no guarantee it can be accomplished. The partner and/or the agent will not be liable in the unlikely event of luggage or personal items being lost, damaged or stolen (including from vehicles or rooms) and you must ensure you have adequate and appropriate travel insurance to protect your belongings. You should keep your passport in your personal possession or in a locked safe and have a photocopy of your passport in a separate section of your luggage.

## **DELAYS**

As we act as agents only, we cannot accept any liability in the event of a delay at your homeward or outward point of departure. Please refer to your carrier for assistance.

## **CLAIMS**

We aim to care for the client. In the unlikely event you have reason to complain or may have a basis for making a claim in respect of any aspect of your service you must inform the agent as soon as possible. In the unlikely event you have reason to complain or may have a basis for making a claim in respect of any aspect of your travel you must inform the partner at the earliest opportunity after the complaint or issue arises. Any verbal notification should be put in writing as soon as possible. Please give the partner a sufficient opportunity to deal with the situation. Should you remain dissatisfied and require any help in resolving the problem, you can write to us at [info@wildriderstravel.com](mailto:info@wildriderstravel.com) or call us at (+34) 616344426 and we will do all we can to assist.

Responsibility for any complaint or claim in respect of the travel arrangements does however lie solely with the partner unless the complaint specifically relates to the performance of services by Wild Riders in our own right. If your complaint or issue is not resolved locally to your

satisfaction and you wish to pursue the matter, please follow this up within 28 days of your return home by writing to us giving your booking reference and all other relevant information. Please keep your letter concise and to the point. It is strongly recommended that you communicate any complaint to the partner as well as via our telephone line and complete a report form (where requested to do so) whilst you are on traveling. If you fail to follow this simple procedure, the partner will have been deprived of the opportunity to investigate and rectify your complaint during your travel and this may affect your rights under your contract with the partner.

In case of emergency, contact the local emergency number or ask the partner to do so if you can't. Contact your insurance at the earliest opportunity and contact us as soon as possible.

## **GOVERNING LAW**

Your relationship with Wild Riders including those parts of these booking conditions which affect that relationship, is governed by the Spanish law. In the event of any dispute, claim or other matter of any description arising between the client and the agent (as opposed to between the client and the partner), this will be subject to the exclusive of the courts of Spain.

Your contract with the partner will be subject to the governing law and jurisdiction specified in the partner's terms. This will usually be the law and courts of the country where the arrangements are provided.

## **RISK AGREEMENT**

Traveling inherits risks. The client has to fully accept them in order to join a travel. You must read and follow safety recommendations. You must also comply with the agent and the partner riding etiquette and obey their guidelines. You may be asked to sign a risk agreement, waiver or release for the agent in order to join a travel. Refusing to do so may make the reservation void and you might be denied to join the travel.

## **PLEASE NOTE**

## **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. If any of it occurs, please report it to us immediately in order to be able to address it.

### **PHOTOGRAPHY, AUDIO AND VIDEO**

We are a social media conscious and enjoy sharing images and video of riders enjoying travels around the world. We may wish to use photographs or film taken during your travel by partner or ourselves. Please let us know if you don't wish for any video or images of you to be shared. We are aware that to comply with legal requirements, written consent must be obtained from clients or legal guardians before taking photographs of children. We would ask foreign suppliers to respect this requirement but we cannot be held responsible if they do not comply.

### **COMMERCIAL PURPOSES OR CONTENT CREATION**

The client can not use the travel to create content for commercial purposes without explicit permission from the agent and the partner in writing before the travel. You may be asked to stop any content creation that impacts the flow of the ride for the others on their holiday and failure to do so may result in you being asked to leave the program and find alternative travel plans at your own cost. This is out of consideration for the other travelers and everyone's right to privacy.

If you have any questions and any time you want to, please feel free to contact us.  
We are at your service.