

## BOOKING TERMS AND CONDITIONS



### YOUR ADVENTURE

Whether you are here for a 1-hour lesson or a full week riding holiday, we want you to gain the most out of this experience. It is not just about sitting on a horse; it is about connecting with the horse and the environment you are in. Whilst you are part of a group, this is YOUR adventure. Our team are on hand to tell you about your surroundings and offer individual guidance and training as required. We encourage you to get involved with caring for your horse during your adventure. This is an important part of the experience and a great way to bond with your horse. We will support you to do this at all times.

Your safety and enjoyment are our number one priority. To get the most out of your adventure, input and preparation are also required from you. In particular: -

- Please ensure you are fit and able to participate safely in the activity you have signed up for.
- Please dress for the weather and ensure you have appropriate layers, waterproof clothing and sun protection. Full length trousers are mandatory.
- You will only be allowed to ride if wearing appropriate footwear (i.e. with solid sole and small heel) which we are not able to provide. Flat soles, trainers or open toed footwear are not permitted.
- If you wish to wear your own riding helmet it must be to a current safety standard ([see PDF for details](#)), this will be checked before you ride. Alternatively, we have a large selection of helmets available to you.

Please see our [Kit List](#) for full details

### WHAT WE PROVIDE

- Well-trained and experienced horses
- Two experienced coaches/qualified trail leaders to train/guide you
- Designed and tested routes to provide safe but exhilarating riding opportunities
- First aid and other assistance as required
- All necessary public liability and business insurances
- Riding helmets (up to current (2016) safety standards)
- Hi-vis tabards (i.e. necessary for riding on public roads)
- A saddle bag for you to carry a few small personal items (i.e. camera, waterproofs)
- Light refreshment or picnic lunches (as applicable) 'on the hoof'

### *On our riding holidays we also provide*

- Overnight accommodation – based on two people sharing (see details below)
- Breakfast and evening meals at our farm guest house or local restaurants
- All local transport requirements during the event
- For Glen Kerran holidays specifically, we provide transfers between Campbeltown airport/bus station and the farm at agreed times.
- For Knoydart holidays specifically, we provide transfers between Inverie pier (Knoydart) and your accommodation.

In addition, we can provide at cost:

- Accommodation and meals for non-riding members of your group – subject to availability.
- Other 'non-riding' activities for you to enjoy on the rest day, or to extend your Scottish wilderness experience at our locations. Options may include botany, foraging and feasting day, castle & culture tours, gin making, island experience, mountain biking, boat/fishing trips, bush craft skills and wildlife tours, even an opportunity to catch your own lobster. Again, prices provided on enquiry.

***On our horseback archery adventures we also provide***

- Horseback archery trained horses
- British Horseback Archery Association (BHAA) qualified Club Coaches
- All archery equipment
- Appropriate personal protective equipment

Please note all other riding requirements still apply (i.e. you must provide and wear suitable footwear and clothing and a riding helmet is mandatory).

**Accommodation**

We use authentic and comfortable accommodation with options for good quality, locally sourced and ethical food. For our Glen Kerran holidays, much of this is provided from our own farm and in collaboration with local producers. For our Knoydart holidays we work closely with the Knoydart community to bring you a complete and seamless offering supplied by a host of local entrepreneurs.

Prices are based on two people sharing a room. Single travellers will incur a single person supplement (£25pppn) in the event that either; you are not willing to share or; there is not another single traveller on the trip. Please note single rooms are not an option on Knoydart.

**Dietary requirements**

We endeavour to cater for any allergies and other dietary requirements and we ask that you confirm your needs on our Booking Form at the time of booking. As we operate in rural and remote locations, if you have any last-minute changes to this, we need at least 48 hours' notice to try to offer an adequate alternative.

**Group size**

Our maximum group size is deliberately small, just six riders, which makes our rides personable and low impact on the environment. We can cater for larger groups by running subsequent rides over the course of a day/weekend to provide a bespoke itinerary for clubs or social gatherings (i.e. University Clubs, Corporate Event or Birthday/Hen Party) so please get in touch to discuss your requirements.

**Distance**

The distance travelled each day varies greatly depending on the specific ride but will be in the region of 5-15km per day. Again, this is deliberately quite small as we pride ourselves in quality of riding and experience above sheer quantity of miles. Whether you are on an action-packed obstacle filled ride or a point-to-point journey, you will enjoy lots of time in the saddle. A full day is 5-6 hours and a half day is about 2½-3 hours depending on speed of travel and ground conditions on the day.

**Variation**

While all reasonable care has been taken to give a detailed and accurate account of your adventure, routes may be subject to change if weather, ground conditions, rider ability or incidents dictate. Your precise accommodation depends on availability and will be confirmed after receipt of your deposit.

## THE RIDER

Please note all riders must wear a riding helmet. If you want to use your own helmet it must be compliant with the BHS Approved Centre – Hat Guidelines 2016 ([see PDF for details.](#))

### Age

The following age restrictions apply.

- Riders must be 18 years old or over to participate in riding holidays unaccompanied.
- Riders 12-18 years old are welcome on riding holidays accompanied by a parent/guardian.
- Riders 8-12 years old are not permitted on riding holidays (unless by special agreement) but are able to join individual half day/full day treks if accompanied by a parent/guardian.
- Riders 6 - 17 years old can participate in the following activities unaccompanied by a parent/guardian: 1-hour treks, riding lesson and Saddle Club.

### Weight

Our horses are fit and in good health, but they work hard and we want to ensure their comfort. In line with Government legislation and our own policy, the following weight restrictions apply.

- We do not accept riders over 15 stone (210lbs or 95 kg)
- For full day rides/holidays the weight limit is reduced to 14 stone (196 lbs or 89 kg) and there may be further restrictions in a group (i.e. not all horses carry maximum weight limit).
- A very experienced or tall rider will sit 'lighter' so this is not an exact limit. Please contact us to discuss your individual situation.

We reserve the right to check your weight and to refuse to allow a person to ride if they are over the weight limit. This right is reserved without the need to provide any refund.

### Riding Ability

We interpret riding ability on the following general basis:

**Beginner:** means someone who has never ridden before or only a couple of times.

**Novice:** Riding experience at walk and trot but not confident at canter

**Intermediate:** Confident at walk, trot and canter on a forward horse, on open ground.

**Advanced:** Confident at all paces, on a forward horse, advanced rides may include long and/or fast canters and small jumps.

### Riding Holidays

Our riding holidays are primarily designed for competent intermediate and advanced riders as there can be some challenging terrain and there will be opportunities to canter. Novice riders are permitted on short breaks although competence at rising trot is essential. A reasonable level of fitness is required for all holidays. Although the rides are not 'endurance level' they are physically demanding and designed to be an interesting and stimulating adventure for you and the horse. We will run specific events for building rider confidence and taster sessions for beginners. We can cater for beginners or novice riders by arrangement, as bespoke trips.

### Treks, Lessons & Clubs

Our lessons, clubs and training opportunities are available for all abilities. Please contact us to discuss your requirements and to find a group and activity that suits your ability.

### Health

You must tell us about any medical condition or disability that may affect your riding, or your health during the ride. This includes any condition or medication that would be relevant if you are hospitalised. If unsure, please check with your doctor first. We will make every effort to accommodate

special requirements so long as we can do this without affecting normal health and safety considerations or other riders' enjoyment of the experience.

### **Insurance**

Travellers should ensure that they have adequate insurance that covers them for the riding activities that they will carry out during their holiday, including injury, death, repatriation, trip cancellation and/or curtailment. Please see our cancellation policy for details of our terms and obligations.

### **Dogs**

Sorry, your dogs (or other pets) are not allowed on Wilder Ways holidays. Our dogs live with us and may be on location with us, so please let us know if you have any dog allergies or issues and we will keep them separate from you.

## **BOOKING POLICY**

### **Making a booking**

#### Riding Holidays, Treks, Archery Days & Group Bookings

All riders need to:

- Complete an online booking form for every booking.
- Read, accept & sign the [Horse Riders' Code of Conduct](#).
- Confirm you will take out appropriate insurance or will cover this liability personally.
- Pay a 40% non-refundable deposit to secure the booking.
- Pay the balance 4 weeks before the ride begins.
- Arrive with at least the minimum requirements from the kit list.

#### Regular sessions – lessons or clubs

- Complete an online booking form every year.
- Read, accept & sign [the Horse Riders' Code of Conduct](#).
- Pay the full balance to secure your advance booking (i.e. if purchasing a book of lessons).
- Pay for the session on the day of the ride.
- Arrive with at least the minimum requirements from the kit list.

### **Payment options**

For all booking you will be issued with an invoice via our XERO bookkeeping service. This will give you two payment options to pay your deposit and balance.

1. By Stripe via the Pay Now button on the invoice, or
2. By direct Bank Transfer by Wilder Ways, Account number 13766660, Sort Code 80-22-60, using your name as reference.

Cash is acceptable payment for lessons/clubs paid for on the day of the ride.

### **Cancellation Policy**

The purchase of Gift Vouchers or Books of Lessons (payable in full at the time of booking) are non-refundable.

We require a minimum of 24 hours' notice for any lesson cancellations. If you provide less notice you will be liable to pay full cost of your lesson.

The 40% deposit due on riding holidays and treks is non-refundable.

If you have paid your balance it will only be refunded if you cancel more than 4 weeks before your trip. If you cancel within 4 weeks, no refund will be provided. We will however provide you with a voucher for you to use on an alternative trip with us at any time within the next 12 months (subject to availability). This voucher will be limited to 80% of the total paid to cover costs incurred because of your cancellation.

In the unlikely event that Wilder Ways cancel a booking, you will be notified at the earliest possible date before the start of your ride and we will provide either of the following, whichever is preferred by the customer:

- a complete refund, limited to the value your booking with Wilder Ways or/
- a voucher for another holiday with Wilder Ways of the same value.

The obligations of these conditions do not apply to cases of force majeure events. ***For the avoidance of doubt, these terms also do not apply during the COVID pandemic. Please see specific COVID cancellation policies below.***

### **COVID-19 Cancellation Policy**

In response to the COVID-19 global pandemic we have added to our cancellation terms as follows. These terms take effect on March 20<sup>th</sup> 2020 and persist as long as applicable and shall be updated as required to keep in line with Scottish Government Policy.

#### ***Dearest Wildlings, past, present & future***

***Firstly, we want to thank every one of you who has made a booking with Wilder Ways to date and everyone who is considering making one in the future. We appreciate the difficult decisions everyone must make under these exceptional circumstances we have all been forced into through no fault of our own.***

***We value our customers greatly and are lucky enough to enjoy a lot of repeat customers, making friends that we want to adventure with again and again, and support through life's 'hiccups'. As with all businesses, households and individuals, the COVID pandemic is costing us dearly; financially, and emotionally. We truly wish we were able to offer every one of our clients a full refund and to promise everyone risk-free booking with us in the future. With all the Good Will in the world, this is just not achievable following the losses we have incurred due to COVID cancellations.***

***However, we strongly feel that as a society we must share these burdens, protect the most vulnerable and stick by each other in these difficult times. As such, please see our revised cancellation policy below, in which we have tried to take all perspectives into account. We hope you will find this a fair compromise and that this will give you the comfort and confidence to stick by us. We look forward to enjoying adventures together again soon.***

***All our heartfelt and absolute best wishes to you all  
Cara, Nikki & The Herd***

### **Bookings made prior to March 20<sup>th</sup> 2020**

**If Wilder Ways cancels**

The following terms only apply if Wilder Ways cancels your booking as a direct result of restrictions imposed on Wilder Ways by the Scottish Government in response to COVID-19.

- 40% deposits remain non-refundable.
- Balance payments will be refunded.
- A voucher worth 100% of the deposit paid will be issued – valid for 24 months.

#### **If customer cancels**

If Wilder Ways are open and operating, and the customer cancels their booking or cannot attend due to other COVID factors (i.e. Another Country's Government Policy, travel restrictions or personal health reasons), Wilder Ways will not be held liable for the cancellation. However, to share this burden with you, we want to offer you the following:

- 40% deposits remain non-refundable.
- Balance payments will be refunded.
- A voucher worth 50% of the deposit paid will be issued – valid for 24 months.

#### **Bookings made after March 20<sup>th</sup> 2020**

The following terms apply for any new bookings made after March 20<sup>th</sup> 2020 and before such time as all lockdown and travel restrictions are lifted and business 'returns to normal'. ***Please note these terms do not apply to anyone using a deposit voucher from an earlier cancellation.***

#### **If Wilder Ways cancels**

The following terms only apply if Wilder Ways cancels your booking as a direct result of restrictions imposed on Wilder Ways by the Scottish Government in response to COVID-19.

- 40% deposits will be refunded in full.
- Balance payments will be refunded in full.

#### **If customer cancels**

If Wilder Ways are open and operating, and the customer cancels their booking or cannot attend due to other COVID related factors (i.e. Another Country's Government Policy, travel restrictions or personal health reasons), Wilder Ways will not be held liable for the cancellation. However, to share this burden with you, we want to offer you the following:

- 40% deposits will be refunded except for an admin fee worth 10% of the full price of the holiday which will be retained by Wilder Ways.
- Balance payments will be refunded in full.

#### ***Example:***

Customer books a short break priced £850 and pays a 40% deposit of £340 at booking.

On cancellation, Wilder Ways retain a 10% admin fee i.e. 10% of £850 = £85

Refund issued to customer = £340 - £85 = £255