

## **FREE REIN GUEST RANCH** **Booking and Cancellation Policy**

We ask for a 30% deposit of your net rate at the time of your booking to secure your reservation. We are happy for you to settle your remaining balance either before you arrive or during your stay with us, whichever you prefer.

Unfortunately we are unable to refund deposits with less than 60 days notice prior to your arrival date, although we will gladly credit your deposit towards a new booking placed for the same year (subject to availability). We do also request that all cancellations are provided in writing (email works fine!).

Cancellations received more than 60 days prior to the arrival date will be honoured with a full refund less 15% administration fee.

### **Payments**

We will gladly accept the following ways to pay your deposit:

- Personal cheque in Canadian funds (minimum of 60 days prior to arrival)
- Visa / Mastercard

We will thankfully accept the following means to settle your balance:

- Debit/Interac (preferred)
- Travellers' cheques or money order in Canadian funds
- Cash in Canadian funds
- Visa / Mastercard

All cheques / money orders should please be made payable to 'Free Rein Guest Ranch'.

Just to mention that we do not accept currency in U.S Dollars! (this is Canada eh?!)

### **Ranch Policies**

#### **• Risk Liability Waiver**

Whilst we take every precaution to ensure your safety during your stay with us, there are obviously inherent risks involved with many of our offered activities. Please note that you visit and ride at your own risk and will therefore be required to complete a liability release form upon your arrival.

We do require that all children under the age of 18 ride with a helmet. We are happy to provide free protective equipment for your children at your request. Adults are asked to bring their own protective equipment should they prefer to use it though we are happy to loan you one of our helmets free of charge during your stay with us.

We also provide you with life jackets for your safety in our boats.

## • **Riding Policy**

The ranch reserves the right to limit the availability of horseback riding due to anything which may in our opinion jeopardise the health or safety of horse or rider.

All persons wishing to participate in horseback riding will be required to sign a waiver of liability.

Cowboy boots or boots with a smooth sole and good heel are required for all rides.

Helmets are strongly recommended for all ages and are mandatory for all riders under the age of 18 years. We are happy for you to borrow the helmets we have here at the ranch if you do not wish to bring your own.

A weight limitation of 250lb is in effect for our full riding programme (18 Stone or 110Kg) and we sincerely apologise for any inconvenience this may cause. Our horses cannot comfortably sustain more than this weight out on our trails without jeopardising yours and their own safety. We truly hate for anyone to miss out completely though, so we do try and arrange at least some riding experiences for our heavier guests. It should be noted though that unfortunately this will be limited to much shorter rides and only when we have a suitable horse available. Please let us know in advance if this might affect you, with advanced warning we can certainly do our utmost to ensure that you have every opportunity to ride.

## • **Children**

All children must adequately demonstrate a clear ability to control their horse in the safety of the arena before being able to ride out on the trail. Children unable to participate in trail rides can experience supervised rides in the arena and around the ranch being lead by a parent, guardian or wrangler.

## • **Pets**

Sorry, No pets allowed.

## • **Privacy Statement**

Free Rein Guest Ranch respects the privacy of our guests. We never release your personal information to any outside agency.