

## **Booking and Cancellation Policy**

We ask for a 30% deposit of your net rate at the time of your booking in order to secure your reservation with us. Your remaining balance should be settled 30 days prior to your arrival.

Unfortunately we are unable to refund deposits for cancellations, although we will gladly credit your deposit towards a new booking placed for the same year (subject to availability). For this reason we strongly advise appropriate travel insurance coverage which covers you for any unforeseen cancellations. We do also request that all cancellations are provided in writing (email works fine).

There will be no credits offered for early departures or unused portions of our all-inclusive packages. All reserved packages should be paid in full.

We strongly recommend that all guests take out personal travel insurance that covers the activities you will be partaking in, medical coverage and any unforeseen cancellations.

We are happy to recommend the following link for all your specific adventure tourism needs:

**<http://www.lifestylefinancial.ca/index.php/travelinsurance/wilderness-tourism-association>**

## **Payments**

We accept the following ways to pay your deposit:

- Personal cheque in Canadian funds
- Bank wire transfer
- TransferWise (@Transferwise.com for Euro and GBP payments)

We accept the following means to settle your balance:

- Cheque or money order in Canadian funds (minimum 60 days prior to arrival)
- Cash in Canadian funds (upon arrival at ranch)
- Bank wire transfer (minimum of 30 days prior to arrival at the ranch)

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

## **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. You are more than welcome to view this document prior to making a reservation and ask any questions you may have regarding its content.

### • **Personal protective equipment**

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 jeopardize 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 225lb is in effect for our full riding programme (16.5 Stone or 102Kg) 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 that unfortunately this will be limited in the amount of riding time and the terrain types available due to the limitations of what our horses may physically sustain.

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.

### • **Guest Behaviour**

Free Rein Guest Ranch reserves the right to refuse service to any guest endangering the health and safety of any of our guests, staff, family, animals or livestock, or refusing to follow the ranch policies which are created for your safety during your stay with us.

Violent, abusive or disrespectful behaviour will not be tolerated. Should any guest be required to leave the premises for such conduct, no refund will be issued for the unused portion of the all-inclusive package.

Ranch policies are subject to change at any time without prior notice.