

Booking Conditions & Cancellation Policies

The following conditions, form the basis of your contract with "Entre Orejas S.A"

When you make a booking, you guarantee that you have the authority to accept and do accept on behalf of your party the terms of these booking conditions. A contract will exist as soon as you have returned us the booking form signed and completed and have transferred the payment.

- **A one-off payment is due at time of booking** to secure your reservation and is non-refundable. (amount of the payment is indicated on the booking form).
- **In case you are not able to make a one-off payment at time of booking then we accept a payment in 2 Installments as follows:**
 1. Advance Payment of **50%** upon reservation to secure your Reservation and is non-refundable.
 2. Remaining balance due 70 days (10 weeks) + **USD 200 late payment fee** prior to Check In date and is non-refundable.
- **The price due is based on the minimum number of participants in a group.** (Min. number of participants mentioned per destination on our website). In general, the total number of participants will be known when you book or around 5 weeks before arrival.
- **Rates and prices subject to change as prices are linked to the local currency of the destination** you are traveling to, in case of strong exchange rate fluctuations, the price can be adjusted up to 3 weeks before departure.
- **Bank Charges:** When doing a payment to us, bear in mind that all bank charges are to be paid by the client. If bank charges are passed on to us, we will charge you these bank fees on your balance payment or cash during your stay with us.
- **Booking Sales Tax (USD 33,00 per person per payment)** is not included in the published price.
- **Late bookings:** When booking late = less than **10 weeks** before departure, you should deposit **100%** of the trip cost at once. Only when we have received the full payment you will be allowed to participate at the ride.

Please note that when accepting your booking we rely on the information you give us in your booking form, including information about riding ability and weight. **If there are inaccuracies, we may ask you not to ride, so please complete the form accurately.**

Medical Travel Insurance MANDATORY: We request you take a travel Insurance. Ask your local insurance company or travel agent about it. You will not be allowed to participate at the "Entre Orejas S.A." riding holiday program without having a personal travel insurance. Your insurance details will be requested on arrival.

Trip Cancellation Insurance MANDATORY: In order to protect yourself against unforeseen circumstances interfering with your

"Entre Orejas S.A." vacation, we demand that you purchase a trip cancellation insurance policy. You can use any travel insurance company you are comfortable with.

A trip cancellation coverage reimburses 100% of your pre-paid, non-refundable travel expenses if you have to cancel your trip for a covered reason. The covered reasons for a trip cancellation are also the covered reasons for trip interruptions.

From most insurance companies (**like for example Allianz**) you can purchase a Medical & Trip Cancellation Insurance policy as a package. For a small percentage of your travel sum you are 100% secured.

Typical covered reasons for trip cancellation/interruption include:

- Injury or illness of insured, travel companion, family member, or business partner.
- Hurricane or natural disaster strikes destination.
- Bankruptcy or financial default of travel company.
- Terrorism or mandatory evacuation at destination.
- Death or hospitalization of destination host.
- Home or business damaged, vandalized, or burglarized.
- Jury duty, a required court appearance, or military redeployment.
- Required to work, terminated, or transferred.
- Victim of felonious assault prior to trip.
- Traffic accident prior to trip.
- Theft of passport or visa prior to trip.
- School year extension.
- Legal separation or divorce.

Release Agreement: The "Entre Orejas S.A." guests are required to sign a release agreement at the time of check-in. This is mandatory and guests cannot participate in the tour without signing the release agreement (all money paid are non-refundable). Please feel free to read the release agreement prior to your arrival. Parents or legal guardians of minor children are required to sign the release agreement on their children's behalf.

Rules: We are not so much into rules, but we reserve the right to refuse service to any individual who jeopardizes the health, safety, and welfare of any of our guests, staff, family & community members, animals & livestock, or who refuses to follow the rules we have established for your safety and welfare during your visit with us.

Trail Itinerary: We will do everything possible to follow the indicated itinerary, although spot changes can occur due to unforeseen circumstances. Rides are subject to change depending on weather, location, and difficulty of terrain in the unlikely event that this happens on your trip, we ask you flexibility and understanding.

This is a sporty and Adventurous Vacation.