

# Eldhestar

## TERMS OF BOOKING AND CANCELLATION

Stand 15.11.2017

### Bookings

- All conversation regarding a booking and cancellations must be in writing.
- All bookings must include the following:
  - Riding Tour name or number. - Guest or group name, stating number of children and their age.
  - Booking- or reference number. - Date of arrival.
  - Pick-up location if needed.
  - Riding experience, weight and height if known.
  - Requirements for special meals and any other special services.
  - All information regarding travel agency and contact person.

Bookings for multi-day tours must also include:

- Information about type of accommodation.
- Date of departure.
- Nationality of participants if known.
- Riding experience if known.
- NEW partners need to provide us with billing details including email address for invoices.
- Bookings are valid if reconfirmed.

### Prices

- The rates are according to our price list.
- The prices of hotel based riding tour packages are based on a stay in a shared double room. If a single traveller does not want to share a room a single supplement will be charged.
- The prices of guesthouse based tours are based on a stay in shared 2-4 bed rooms.
- The prices of tours including accommodation at guesthouses and mountain huts are based on shared rooms (some huts with one common sleeping room).
- Prices include transfer from/to Reykjavik (except tour 1a), riding, activities and meals as described in the itineraries, all service charges and VAT.
- Eldhestar reserves the right to change rates in case of currency fluctuation or other economic changes. In this case, we will inform our partners immediately. Confirmed bookings are not affected by rate changes.

### Cancellation of horse riding tours including accommodation:

- In case of cancellation 30-21 days prior to tour departure we will charge 20% of the rack price.
- In case of cancellation later than 20 days but before 48 hours prior to tour departure we will charge 50% of the rack price.
- In case of cancellation later than 48 hours prior to tour departure or no show, we charge for the whole booking.

### Cancellation of day tours, half day tours and combo-tours (Tours 1 – 6 and special arrangements):

- Cancellation is possible without charge up to 24 hours before departure, in case of later cancellation or no show we will charge the full tour price.

### Children's discount riding tours:

- Children 14 years and younger receive 20% discount.

### Regulations

- Guests on multi-day tours can check-in their rooms at 15:00, and must check-out no later than 11:00 (unless otherwise agreed).
- Children 12 years and younger must be accompanied by an adult during a riding tour (unless otherwise agreed).
- Guests are liable for all personal property taken on a riding tour.
- Guests on multi-day tours must be made aware of the requirements both regarding riding experience and physical condition.
- Guests on short tours (1-5 hours) must be physically able to take part in a riding trip, including getting on and off the horse with little assistance.
- Eldhestar ehf. is entitled to refuse a guest or to require a guest to leave because of unacceptable behaviour.
- Guests under the influence of alcohol or intoxicating drugs are not allowed to participate in riding tours.
- Eldhestar ehf. reserves the right to alter the itineraries or change timetables without prior notice if weather conditions or other events outside the control of Eldhestar prevent going on the original tour. Eldhestar does not take any liability for costs incurred because of changes to our timetable or itineraries.
- Eldhestar ehf. cannot be held liable for delays or cancellations caused by events beyond reasonable control.
- Guests should arrange travel insurance as riding and travelling is on own risk.

### Important Information

Icelandic horses are not vaccinated and are therefore susceptible to infectious agents from abroad! Used riding clothes and boots should be washed in a washing machine or dry cleaned prior to entering the country. Clothes, boots and helmets that cannot be placed in a washing machine or dry cleaned should be washed and disinfected. Importing of used riding equipment and riding gloves is strictly prohibited. For more information: [www.mast.is](http://www.mast.is).