



EQUESTRIAN EXPERIENCES

Equestrian Tourism Centre – Riding school

Daily tours and long journeys on horseback

GENERAL TERMS AND CONDITIONS

1) ACCURACY OF CONTENT

The Equestrian tourism centre, in Pian del Lago 19 – 53100 Siena VAT nr 01833610627 nr REA SI 215453 in the person of Aldieri Sergio hereinafter referred to as EQUESTRIAN CENTRE, guarantees the purchase of single services related to equestrian activities according to the information and descriptions published and to the period requested and confirmed in the reservation.

2) BOOKING REQUESTS

Requests and reservations for individual services can be received:

- via e-mail to **tuscanyhorseriding@gmail.com**;
- by telephone call or WA message, at **+393460560542**
- directly at the Equestrian Centre in Strada di Pian del Lago 19, 53100 Siena;
- from the offices of the equestrian Centre partners.

At the time of booking confirmation, the customer confirms that he has read and accepted these General Terms and Conditions of single services. In this way, everything that is declared in these Conditions becomes a legal obligation for both the customer and the EQUESTRIAN CENTRE.

At the time of booking the customer is obliged to provide:

- precise and real information relating to equestrian skills;
- if of Italian nationality, the name, surname and tax code for equestrian insurance;
- if of foreign nationality, the name, surname and date of birth for equestrian insurance.

3) PAYMENTS

- to confirm reservations **less than 30 days** from the date requested for the service, the customer must pay the cost of the chosen service by bank transfer to the current account registered in the name of Aldieri Sergio **nr. 1000/00002993 - IBAN: IT57S0306914226100000002993 - BIC/SWIFT BCITITMMXXX** or by using **the link <https://pay.sumup.com/b2c/Q1GRS2JA>**, sent by the Equestrian Centre, indicating as the reason “Riding service for the day...”
- to confirm reservations **beyond 30 days** from the date requested for the service, the customer must pay 50% of the chosen service by bank transfer to the current account registered in the name of Aldieri Sergio **nr. 1000/00002993 - IBAN: IT57S0306914226100000002993 - BIC/SWIFT: BCITITMMXXX** or by using **the link <https://pay.sumup.com/b2c/Q1GRS2JA>**, sent by the Equestrian Centre, indicating as the reason “Riding service for the day...”, on balance can be paid at the Centre upon arrival.

4) CANCELLATION AND CHANGES MADE BY THE CUSTOMER – PENALTIES

Requests to cancel or modify the reservation must be received:

- via e-mail to **tuscanyhorseriding@gmail.com**;
- by telephone call or WA message, at **+393460560542**
- directly at the Equestrian Centre in Strada di Pian del Lago 19, 53100 Siena;
- from the offices of the Equestrian Centre partners.

The Equestrian Centre, evaluating the modification request, reserves the right to accept the modification. If it is not possible to make a change to the booking and for this reason the customer cancels the confirmed booking, the withdrawal conditions indicated below will be applied.

In the case of cancellation of a confirmed and definitive booking of a service, the date of the communication is the parameter according to which the following penalties will be calculated on the total price of the service:

- for withdrawal communicated **up to 15 days before** the start date of the service, the penalty will be 50% of the total price of the service;
- for withdrawal communicated **less than 15 days before** the start date of the service, the penalty will be 80% of the total price of the service;
- for withdrawal communicated **48 hours or less before** the start of the service, or for those who do not show up for the service or show up more than thirty minutes late from the scheduled start of the service, or for those who renounce the performance of the service in course, you will still be obliged to pay the total price of the service.

5) CANCELLATION AND CHANGES MADE BY THE EQUESTRIAN CENTER

The Equestrian Centre reserves the right to change the booking if force majeure or unforeseen extraordinary circumstances arise.

The service that has been booked can only be replaced after notifying the customer. The alternative service must be of the same or higher category than the previous service.

If it is not possible to confirm the service in the same or higher category, the Equestrian Centre reserves the right to a refund, after consultation with the customer and if circumstances arise that make it impossible to replace the booked service, the Equestrian Centre will reserves the right to cancel the reservation.

In the event of cancellation, the Equestrian Centre has the obligation to notify the customer and to refund the total sum paid.

6) BAGGAGE AND PERSONAL ITEMS

The EQUESTRIAN CENTER is not responsible for baggage and/or personal lost or damaged items, or for theft during a service.

7) COMPLAINTS

If the customer realizes that the service is not carried out correctly, he can present the complaint in writing to the Equestrian Centre. Each customer has the right to file a claim for the non-fulfillment of the service that has been paid.

Every customer holding a reservation must present the complaint separately. The customer is obliged to claim the inadequate service on the day of the service. The customer is obliged to cooperate with the Equestrian Centre in good faith so that the cause of the complaint can be found.

If the customer does not accept on the spot the solution of the proposed complaint, the Equestrian Centre does not have the obligation to consider a subsequent complaint of the customer (if there is an appropriate alternative, the customer has the obligation to accept it).

If the customer does not submit a complaint within the day after the service, he loses the right to a refund. The compensation due from the Equestrian Centre cannot be higher than the cost of the service that has been claimed.

The Equestrian Centre cannot be held responsible for any weather conditions, outside temperature at the destinations, as well as for all other similar situations and events that may cause the customer's dissatisfaction.

8) JURISDICTION

For any dispute concerning the booking and the current Booking Conditions, the Court of Siena has jurisdiction.

9) NOTE

With the booking confirmation, the customer declares to accept the aforementioned general conditions.