

Centre Based Rides

Terms and Conditions



Your Responsibilities/Conduct and Safety

Riding is a high risk sport - for your own safety you must comply with the instructions of Highlands Unbridled staff at all times.

You must conduct yourself in a safe manner whilst riding or handling horses. Our horses have been selected carefully for their behaviour and suitability for the job that they are doing, however you ride on the understanding that no horse, however calm and normally sensible, is ever completely predictable and may react adversely in certain conditions.

By riding with us, you agree that if for any reason (including your inability, behaviour or health) the management or ride leader feels that you may endanger the safety or welfare of yourself, the other riders, staff, the horses or any other person, they may refuse to let you ride. We reserve the right to cancel the ride of any rider who at any time appears to constitute a risk to themselves or the other riders, staff or horses. Any expenses incurred shall be the responsibility of that rider and no refund will be given.

Please be honest about your riding ability when completing the booking form. The more information we have the easier it is for us to allocate you the most suitable horse and the more fun your ride with us will be.

You will be required to wear a riding hat that complies with the current standard. We can provide a suitable helmet if you do not have one though we cannot guarantee we will have a helmet to fit you. If you have a unique head shape or size, we recommend bringing your own helmet or emailing us prior to your ride.

Footwear should be something you can both ride and walk comfortably in as on most of our rides, there will be sections where you may be required to dismount and lead your horse, sometimes on rough terrain. All our stirrups have safety cages attached.

Weight Restriction

For our horses welfare we have a riders weight restriction of 15st which is approximately 95kgs or 210lbs. Please be as honest as possible on your booking form regarding your height and weight as we use these estimates to select the most suitable horse for you.

Cancellation Policy

Our cancellation policy is as follows, please make sure to read this carefully.

If you cancel your booking **30 days or more before the ride** commencement date, then you are entitled to a full refund minus deposit (if applicable).

If you cancel your booking **between 7 - 29 days before the ride** commencement date, then you are entitled to a 50% refund, minus deposit (if applicable)

If you cancel your booking with **less than 7 days** notice, no refund is applicable.

Changes to Itinerary

Occasionally it may be necessary to change our planned itinerary. This may be due to bad weather conditions, impassable trails, or the closure of trails. By signing the booking form, you accept that if it is deemed by the management or ride leader that it would be unsafe or impossible to use the planned itinerary, that route may be changed

Medical Problems

If you have a medical condition or special dietary needs, we must be made aware of this at the time of booking.

Cancellations

In extreme circumstances, it may be possible that Highlands Unbridled may have to cancel your holiday. We will notify you as soon as we can if we need to cancel – this is a very rare occurrence and something we try to avoid if at all possible. In these circumstances, we will offer you alternative arrangements, however if

these are unacceptable to you we will refund any monies paid to Highlands Unbridled Ltd by you, but will not be responsible for any other losses incurred.