

General terms and conditions

The following conditions, additions and clarifications apply together with "General travel conditions for package holidays" which can be found further down the page.

1. Booking and payments

You submit your booking request by filling in the booking form or calling us. You will usually receive a booking confirmation by e-mail within 24 hours. Misunderstandings can occur, so please check carefully that all information is correct.

The 50% deposit must be paid within 5 days of receiving the booking confirmation. The final payment is due 30 days before arrival. If you book later than 30 days before arrival, the full amount of the trip is due immediately. Some holidays may have different payment terms, if this is the case it is stated in the holiday information.

You will receive payment instructions together with your booking confirmation. You can make a bank transfer or pay online with VISA or Mastercard.

2. Flights

Flights are usually not included in our packages.

3. Cancellations

Depending on the riding holiday partner abroad (other riding holiday or same) and on available dates, we can usually reschedule your riding holiday, sometimes free of charge, sometimes for an administrative fee. For cancellation conditions, please refer to our general terms and conditions. It is compulsory to take out health insurance and travel insurance.

4. Change of booking

If you rebook a holiday more than 30 days before departure or change your booking, we have the right to charge a EUR 40 administration fee. Rebooking less than 30 days before departure is considered a cancellation and a new booking. For special holidays, other special rebooking conditions may apply, in which case this will be stated on the website.

5. Complaints

Complaints should be brought to the attention of Global Horse Tours directly from the destination and also to the local organiser for consideration. This is because we then have the chance to correct the problem immediately. If compensation is eligible, it is from the day the complaint is made. If no agreement can be reached locally, call Global Horse Tours immediately and send an e-mail with a written complaint.

6. Insurance

It is necessary to have comprehensive personal insurance while on holiday. For your own benefit, we recommend that you check your own insurance. Global Horse Tours is not responsible for any injuries that may occur during your trip.

GGTO Guarantee Fund (Financial)

Global Horse Tours affiliated with the GGTO Foundation Guarantee Fund for Specialised Small-scale Tour Operators. The GGTO Foundation guarantees that you will get back the already paid part of your travel sum if the tour operator does not fulfil its financial obligations due to insolvency. This may be before your departure but also during your stay on location. Moreover, the GGTO Foundation guarantees your return trip during your stay if the tour operator, due to financial insolvency, can no longer provide this. For this guarantee, the tour operator charges the consumer a fixed amount of € 15 per booking. This is used to build up and maintain the guarantee fund. For info see: GGTO.co.uk

Association of Small-scale Travel Organisations (VvKR)

More than 300 travel specialists have joined forces within the Association of Small-scale Travel Organisations (VvKR). Mango Travel is a member of the VvKR. As experts by experience, we stand for a personal approach and focus on small-scale tourism. You travel in small groups or on an individual basis and stay overnight in often authentic accommodations at unique locations. We distinguish ourselves through our commitment and expertise. All VvKR member tour operators offer some form of travel guarantee on their package holidays. See: VvKR.nl

GENERAL TRAVEL CONDITIONS FOR PACKAGE HOLIDAYS

1. THE AGREEMENT

1.1 Unless otherwise agreed, the contract is binding on the parties at the time the operator confirms the traveller's order. The tour operator shall confirm the traveller's order without delay. The right of withdrawal does not apply to the purchase of a package holiday.

The booking is binding if the deposit has been paid. The booking may also be binding if the deposit has not been paid. This applies for example to bookings just before departure, according to an agreement with Global Horse Tours.

1.2 The principal traveller is the person in whose name the contract is entered into. The principal traveller is mentioned first in the travel documents or in another clear manner. The principal traveller is liable for payment under the contract. Changes and/or cancellations must be communicated by the main traveller. An exception can be made if the main traveller becomes seriously ill and is unable to carry out the change or cancellation. The main traveller is responsible for providing correct booking details to the tour operator regarding other travellers covered by the agreement. Any refunds will be made to the main traveller.

1.3 If the traveller is under 18 and travelling without a parent, this must be stated at the time of booking. A package holiday may require a minimum age higher than 18 years. Information on this will be provided at the time of booking.

1.4 The outward and return journey times specified in the booking confirmation are provisional. The tour operator will provide the exact departure times of the trip without delay, and if possible no later than 20 days prior to departure.

1.5 The operator shall provide general information on passport and visa requirements.

The passport must be valid for 6 months after returning home.

1.6 The operator shall provide general information on health formalities for the destination.

1.7 Connections or special packages are only included in the package travel contract if they are booked together and at the same time as the services included in the package travel, or if they are sold together with other travel services for a total price.

We advise travellers to book any flight or train connection with rebookable and cancellable tickets. Global Horse Tours will not reimburse travellers' costs for rebooking or cancelling connecting tickets.

1.8 Any wishes or special services requested by the traveller are only included in the contract if they are expressly confirmed in writing by the carrier.

1.9 Travellers are responsible for checking the booking confirmation/travel documents as soon as they receive them and must ensure that all information is correct, including that names are spelled correctly and match the passport. Any errors must be reported immediately. The tour operator reserves the right to charge a fee corresponding to the actual cost of correcting incorrect data, as well as reasonable compensation for the extra work caused by the correction. If the error is due to the tour operator or someone employed by the tour operator, the error will be corrected free of charge.

1.10 The main traveller shall inform the operator without delay of changes of address, changes of e-mail addresses, telephone numbers or other data relevant to the operator's ability to contact the traveller.

1.11 For certain trips, a minimum number of participants is required for the trip to go ahead. In this case, the traveller will receive clear information about this at the latest at the time of booking.

1.12 If air tickets are part of the package holiday, they must be used in the correct order. For example, the traveller cannot use a return ticket only when both the outward and return flights are booked, or only one part of a flight itinerary. If the ticket is not used from the beginning, the remaining parts will be cancelled.

2. PRICE AND PAYMENT

2.1 The price is presented in such a way that the total price for the tour is clearly stated. The price includes all services included in the agreement, as well as mandatory surcharges, taxes and fees.

2.2 The traveller shall pay the travel sum no later than the date specified in the contract.

2.3 In connection with the booking confirmation, the tour operator may request an initial partial payment (application fee). The application fee should be reasonable in relation to the price of the tour and other relevant circumstances.

2.4 If the traveller fails to pay the holiday price in accordance with the contract, the tour operator is entitled to cancel the contract and charge reasonable compensation.

2.5 Unless expressly stated otherwise, the tour price is based on accommodation for two people in a shared double room. The tour operator is entitled to charge a price supplement in case of accommodation for one person in a double room or a larger room intended for more than one person.

2.6 The carrier is obliged to inform the traveller of any additional costs.

3. TRAVELLER'S RIGHT TO MODIFICATION AND CANCELLATION

3.1 The traveller has the right to amend the agreement if the carrier allows this. Modification of the agreement may result in additional costs for the traveller with the carrier or another party.

3.2 The traveller is entitled to cancel the trip. The tour operator reserves the right to demand compensation from the traveller for the costs incurred by the tour operator as a result of the cancellation. The tour operator may set reasonable standardised cancellation fees based on the time of cancellation. If the operator has not set standardised cancellation costs, the operator is entitled to charge reasonable cancellation costs.

4. TRAVELLER'S RIGHT TO TRANSFER THE CONTRACT

4.1 The traveller may transfer the contract to a person who meets the conditions for participation in the trip. One such condition may be, for example, that a transport company or another party engaged by the tour operator in accordance with applicable rules must approve the change of traveller. The traveller must notify the tour operator or the retailer of this change in good time before the outward journey. Notification not later than seven days prior to the outward journey shall at all times be deemed to have been made within a reasonable time.

4.2 The operator may charge a reasonable fee for the transfer. The fee must not exceed the costs incurred by the operator as a result of the transfer. The operator must demonstrate how the costs have been calculated.

4.3 The transferor and transferee shall be jointly and severally liable to the operator or reseller for all amounts still to be paid for the tour and for additional costs resulting from the transfer.

5. PRE-TRIP CHANGES

5.1 Changes to contract terms

The operator is entitled to make changes to the contract provided that the operator notifies the traveller of the change in a clear, comprehensible and eye-catching manner and on a durable medium. For insignificant changes, e.g. minor changes in flight times, the traveller is not entitled to a price reduction or compensation. In the event of significant changes to the trip, the traveller shall, if possible, be offered an alternative trip or has the right to cancel the contract without payment of cancellation fees.

Typos and possible changes to the tour programme in case of unforeseen situations are taken into account. Information about programmes and other information on the website is usually designed long before the tour is completed. This information may change until departure, but also after the tour has started, sometimes due to circumstances beyond the control of Global Horse Tours. In such a case, Global Horse Tours aims to offer a programme that corresponds to the originally planned programme.

5.2 Price change

5.2.1 The tour operator is entitled to increase the tour price if the increase is due to changes in fuel costs, taxes and government levies or exchange rates.

5.2.2 The price of the trip may be increased by an amount corresponding to the traveller's share of the cost increase incurred by the tour operator. However, there is only a right to a price increase if the total cost increase exceeds EUR 10 per booking.

5.2.3 The tour price will be reduced if, for the reasons mentioned above, the operator's costs are reduced in total by at least EUR 10 per booking. In conjunction with a price reduction, the tour operator may deduct the actual administration costs.

5.2.4 The carrier shall notify the traveller of price changes as soon as possible. The notification shall include the reasons for the change and a calculation of the costs.

5.2.5 The price may not be increased and need not be decreased during the last 20 days before the agreed departure date.

5.2.6 The Operator may waive the right to increase the price under 5.2.1 in its special conditions. In that case, the operator also does not have to reduce the price under 5.2.3.

The information at <https://www.ehscommunications.com/global-horse-promotion/global-horse-tours/> applies provided no new taxes, charges or major currency changes occur. We also reserve the right to make typographical errors and programme changes caused by circumstances beyond our control. Please refer to our website for the most up-to-date information.

5.3 Traveller's right to cancel the contract without payment of cancellation fees

5.3.1 If the traveller wishes to cancel the agreement on account of a major alteration, for example in the event of a price increase of more than 8% of the total travel arrangement, the traveller must inform the tour operator of the cancellation of the agreement within a reasonable period set by the tour operator, counting from the date on which the tour operator informs the traveller of the alteration. If the traveller fails to do so, the traveller will be bound by the new agreement.

5.3.2 In case of termination of the package travel contract, the tour operator will refund the price for the entire trip without undue delay and no later than 14 days after termination of the contract.

5.4 The right of the operator and the traveller to cancel the contract in the event of unavoidable and extraordinary events

5.4.1 Both the tour operator and the traveller are entitled to cancel the agreement if the performance of the package holiday or the transport of travellers to the destination of the journey is substantially affected by unavoidable and extraordinary events at the destination or in its immediate vicinity. 'Unavoidable and extraordinary' circumstances mean, for example, serious security problems such as war, terrorism, the outbreak of serious diseases or natural disasters. In such cases, the traveller is entitled to cancel the agreement without paying cancellation fees. If the tour operator cancels the agreement in accordance with this article, the traveller is not entitled to any compensation. In that case, the traveller is entitled to a full refund in the manner stated in 5.3.2.

5.4.2 The traveller is not entitled to cancel the contract if the unavoidable and extraordinary events were generally known when the contract was entered into.

5.4.3 Expert Swedish or international authorities shall be consulted to determine whether the event is of such a nature as mentioned above. From 14 days before departure, a travel advice from the Swedish Ministry of Foreign Affairs not to travel to a certain destination constitutes a reason for termination if the advice relates to the duration of the traveller's trip. A travel advice from the Swedish Ministry of Foreign Affairs also counts as a reason for termination if it is otherwise clear that the circumstances on which the advice is based affect or will affect the destination at the time of the traveller's trip.

6. RESPONSIBILITY OF THE ORGANISER FOR THE IMPLEMENTATION OF THE PACKAGE HOLIDAY

6.1 Deficiencies in performance

If a travel service cannot be provided in accordance with the contract, the operator shall remedy the deficiency within a reasonable time. However, the operator is not obliged to remedy the deficiency if this is impossible or if remedy would result in disproportionate costs. If the operator cannot remedy the deficiency, the passenger may claim a price reduction and compensation.

6.2 Material weaknesses

6.2.1 If after departure a substantial part of the agreed services cannot be provided, the carrier shall, if possible, provide an equivalent or at least equivalent alternative at no additional cost to the passenger. If the carrier cannot provide this, it may offer an alternative of lesser quality together with a reasonable price reduction. The passenger may reject such alternatives only if they cannot be considered comparable to the alternative that should have been provided under the contract or if the price reduction offered cannot be considered reasonable.

6.2.2 If the carrier cannot offer an alternative or if the traveller is entitled to reject these alternatives under 6.2.1, the traveller may claim a price reduction and compensation.

6.2.3 In the event of a deficiency which materially affects the performance of the package holiday and which the tour operator has not remedied within a reasonable period, the traveller is entitled to cancel the contract and is also entitled to a price reduction and compensation.

6.2.4 If the tour operator is unable to offer an alternative or the traveller is entitled to reject this alternative pursuant to 6.2.1, or if the traveller has cancelled the contract pursuant to 6.2.3, the traveller shall be entitled to equivalent return transport without undue delay and at no extra cost, provided the transport is included in the package holiday and the traveller is at the destination.

7. ON PRICE REDUCTIONS AND COMPENSATION

7.1 A price reduction will be granted unless the operator can prove that the shortcoming is due to the traveller.

7.2 The traveller shall not be entitled to compensation if the tour operator can prove that the failure is due to the traveller or a third party unrelated to the travel services included in the package holiday, or if the failure is due to unavoidable and extraordinary events.

7.3 If the failure is attributable to a party engaged by the operator, the operator shall only be discharged for damages under these terms and conditions if the party engaged by the operator is also discharged under the provision. The above applies if the failure is attributable to another party at an earlier stage.

7.4 There is no entitlement to compensation for cancellation of a trip by the tour operator if the tour operator proves that fewer persons than the minimum number specified in the contract have booked the trip and the traveller has been notified in writing of the cancellation of the trip within the period specified in the contract.

Notification of tour cancellation shall take place no later than

- 20 days before departure if the tour is longer than 6 days
- 7 days before departure if the tour is between 2 and 6 days
- 48 hours before departure if the tour is shorter than 2 days

7.5 Compensation for damages under these conditions includes compensation for pure property damage, personal injury and property damage. The traveller is obliged to limit damages as much as possible.

7.6 Unless the Package Travel Act or other mandatory legislation imposes a different limitation, the operator's liability for loss is limited to three times the price of the package holiday. However, this limitation does not apply in case of personal injury or in case of damage caused intentionally or negligently.

8. COMPLAINTS

8.1 The traveller may only invoke deficiencies in the agreed service if he or she notifies the proprietor or the retailer of the deficiency within a reasonable time after he or she becomes aware of it or after the traveller should have become aware of it. This notification must be made as soon as possible, and if possible at the destination. The determination of any price reduction or compensation shall take into account the time when the traveller made the complaint, if such notification would have enabled the operator to remedy the deficiency.

8.2 Notwithstanding Article 8.1, the traveller may claim a shortcoming if the operator or retailer has acted grossly negligently or unreasonably.

9. RESPONSIBILITY OF THE TRAVELLER DURING THE JOURNEY

9.1 The operating instructions

The traveller shall follow the instructions of the tour guide or any other person engaged by the tour operator. The traveller is obliged to comply with the rules of conduct applicable to the trip and at the travel destination and to behave in such a way that fellow travellers are not disturbed. If the traveller materially violates the foregoing, the tour operator may cancel the contract without the traveller being entitled to any compensation or refund.

9.2 Liability of the traveller for damage

The passenger is liable for all damages resulting from damage caused by the passenger's carelessness to the carrier.

9.3 Traveller's responsibility for formalities

9.3.1 The traveller is responsible for complying with the necessary formalities for the trip, e.g. possession of a valid passport, visa, vaccinations and insurance.

9.3.2 In respect of all transport services included in the package holiday, the traveller must have completed check-in in accordance with the itinerary or other instructions issued by the tour operator or the transport company.

9.3.3 The traveller is personally liable for all costs arising from failure to comply with the above formalities, e.g. return transport due to lack of passport, unless the errors are due to lack of information from the carrier or the reseller.

9.3.4 The passenger is responsible for reading the information provided by the carrier.

9.4 Deviations from the scheme

After the start of the trip, the traveller is obliged to report deviations from the package to the tour operator or its representative.

10. DUTY OF OPERATOR TO PROVIDE ASSISTANCE

If the traveller encounters difficulties during the journey, the tour operator is obliged to provide appropriate assistance without undue delay. Such assistance may include, for example, information on health and medical services, local authorities and consular support. The tour operator is entitled to charge reasonable compensation for this assistance if the situation was caused intentionally or by negligence of the traveller.

11. DISPUTE RESOLUTION

The parties themselves should try to resolve disputes on the interpretation or application of the agreement. If the parties cannot reach an agreement, Dutch law will apply