

Terms and Conditions – Living with horses in Greece (LWHG)

Participation agreement and booking

The participation agreement is concluded when you register for the relevant program via a signed registration form and send the form to us by email. The day of receipt of the fully completed registration form is considered the day of the conclusion of the agreement.

Personal circumstances that affect the performance of the week (such as illness, medication use, disability) we would like to hear from you when booking.

You will receive a booking confirmation within five days.

In the event that you enter into a participation agreement on behalf of or for the benefit of (an) other participant(s), it is good to realize that you are liable for all obligations arising therefrom. The other participants are each responsible for their own part.

Payment

When we have received your registration, we send you a request to pay the full program sum. We would like to see it on our account within a week after sending the invoice.

In case of too late payment we cannot guarantee your participation.

Program sum

The published program prices are per person and only include the services and facilities as formulated in the description of the programs on the website.

The amount of the published program sums is based on the prices, exchange rates, fuel prices, levies and taxes as known to the LWHG at the time of making the publication. LWHG reserves the right to increase the program sum in the event of major price increases. You will be informed of this in writing as soon as possible. You have the right to cancel free of charge within 8 days in the event of a price increase of more than 10%.

Program changes

Unforeseen local circumstances and the cooperation with horses in the programs may mean that adjustments must be made to the program before or during the week. This may also be the case in situations of force majeure such as political circumstances, war, natural disasters, weather conditions, general strikes, etc. LWHG will ensure that the original character of the week is preserved as much as possible. If the changes are known before the start of the week, you will be notified. During the week, a change will be made in consultation with the group.

Cancellation by the participant

As a participant you can cancel the participation agreement via email. The cancellation date is the date of receipt of the email.

As your cancellation may have an effect on the execution of the program, we unfortunately will have to charge the following amounts, plus any costs already incurred by LWHG:

- a. Up to and including 60 days before the start of the week in question: 20% of the program sum
- b. From 59-30 days before the start of the week in question: 50% of the program sum
- c. From 29 to 8 days before the start of the week in question: 75% of the program sum
- d. From 7 days before departure up to and including the day of the start of the week in question: 100% of the program sum

Insufficient participants

If two weeks before the start of the week the number of registrations is less than the minimum number stated on the website, LWHG reserves the right to cancel the program, without being liable for damages of any kind. You will then immediately receive a refund of the already paid program sum.

Travel documents and luggage

Make sure you have all the required, valid documents.

LWHG is not liable if you cannot participate in the program, or parts thereof, due to shortcomings in your travel documents.

LWHG is not liable for loss, damage or loss of luggage, travel documents and travel documents.

Vaccinations and medicines

Information about vaccinations is provided by LWHG where necessary, but always check with the relevant authorities and institutions. No rights can be derived from the information provided by LWHG.

Insurances

Having a full travel and cancellation insurance is mandatory.

Liability

LWHG is liable for the proper execution of the week according to its description on the website. The assessment hereof should take into account unexpected changes in the

abilities of the horses, the adventurous nature of the week, the local conditions, customs, customs and restrictions that the destination and nature of the week may entail.

LWHG is not liable for damage resulting from:

1. Shortcomings in the execution of the agreement based on circumstances that can be attributed to you as a participant, including damage resulting from your health condition.
2. Influence and actions of third parties not involved in the agreement.
3. Circumstances that are not attributable to the fault of the LWHG and/or cannot reasonably be attributed to LWHG by virtue of the law or the generally accepted standards.
4. Force majeure situations such as: natural disasters, wars, political unrest, strikes, changes in flight schedules.
5. Theft, loss, damage to property.
6. Illness of you as a participant.
7. Errors made by airlines

LWHG accepts no liability for damage for which travel and/or cancellation insurance policies provide coverage.

In the event that LWHG can be held liable the compensation will never exceed a maximum of one time the program sum minus the costs incurred.

LWHG's liability for damage other than that caused by the death or injury of you as a participant is in all cases limited to a maximum of one time the program sum.

Obligations of you as a participant

We assume that you follow all instructions from LWHG, which are intended for the best possible implementation of the program. You can be held liable if damage is caused by failure to comply with this obligation.

If you cause such a nuisance or burden that it makes it more difficult to carry out the week, or endangers the participants of the group, the horses or the organization, you can be banned from further participation in the week by LWHG and/or the tour guide. If the consequences of the nuisance and burden can be attributed to you, all resulting costs will be for your account.

Complaints

We request you to always discuss any complaints with us so that we can look for a solution together.