



**HALLAGENNA RIDING**  
EQUINE HOLIDAYS ON BODMIN MOOR

Hallagenna Farm

St Breward

Bodmin

Cornwall PL30 4NS

Tel. No. 01208 851500

Email: [admin@hallagenna.co.uk](mailto:admin@hallagenna.co.uk)

Website: [www.hallagenna.co.uk](http://www.hallagenna.co.uk)

## **Terms & Conditions for riding from & At Hallagenna Riding, St Breward, Cornwall**

Below you will find a summary of terms and conditions. **Full terms and conditions for riding can be requested from Hallagenna please e mail [admin@hallagenna.co.uk](mailto:admin@hallagenna.co.uk) or write to us at Hallagenna Riding & Livery, Hallagenna Farm, St Breward, Cornwall , PL30 4NS.**

### **1. Bookings**

#### **1.1**

All bookings will require Heights, Weights and ages for each rider

#### **1.2**

All bookings are taken on the basis that all information given by the client. Is accurate at the time of the ride.

#### **1.3**

Each rider will be required to give accurate detail of any riding experience

1.4

All advanced bookings will be required to pay a 50% deposit.

1.5

When the booking is made for a particular time we expect the ride to Commence mounting no later than this time. We therefore request that every rider attends Hallagenna 15 minutes before the time of the ride booking

## **2. Ride attendance & Duration**

Ride duration : It is the intention of Hallagenna Riding that you enjoy the riding experience that you have booked.

Although rides booked are up to the specified duration of the ride when booking. Due to situations we cannot control for example the pace of the horse/pony during your ride. It is likely that your ride may be shortened or lengthened, according to unforeseen situation which may occur during the ride.

## **3. Cancellations:**

3.1 Hallagenna Riding reserves the right to cancel rides at any time.

3.2 If Hallagenna has to cancel a ride before it commences due to reasons which are unforeseen.

I.e. (Adverse weather conditions, Health and safety issues etc.) We will offer all riders a replacement ride or a voucher for riding.

Should the riders be unable to change the ride time a full Refund may be given.

Except in circumstances where

false rider information has been given or riders have not complied with our terms and conditions.

- 3.3 Should a client wish to cancel or change a booking. A minimum of 24 hours notice must be given. If less than 24 hours notice is given your deposit may be retained by Hallagenna Riding .
- 3.4 Cancellations will not be refunded due to weather conditions unless Hallagenna Riding considers that the conditions are unsafe to take riders out.
- 3.5 Cancellations due to illness which are requested less than 24 hour before the time of the ride will require a Doctors letter to entitle the rider to a refund.
- 3.6 Once a ride commences. Refunds cannot be given.
- 3.7 Cancellations which can be changed to a different time which are made giving more than 24 hours notice may incur an admin Charge of £5. This fee is to cover the administration involved in the cancelling and re booking process. Unless Hallagenna Riding agree not to charge this fee.
- 3.8 Customers who cancel a ride which is then re-booked can request that any administration charge made, be discounted from the ride if re booked within 30 days of the cancelled ride.
- 3.9 Cancellation fees will be charged at a rate of £5 per rider per 30 minutes of the ride booked.

A COMPLETE COPY OF OUR FULL TERMS AND CONDITIONS IS AVAILABLE AT  
RECEPTION AT HALLAGENNA RIDING, HALLAGENNA FARM.  
WHICH IS AVAILABLE FOR YOU TO READ AT ANY TIME. SHOULD YOU A COPY OF  
THESE TERMS AND CONDITIONS PLEASE REQUEST A COPY  
WHICH WE CAN E MAIL TO YOU.

OR REQUEST BY POST TO:

Hallagenna Riding

Hallagenna Farm

St Breward

Cornwall

PL30 4NS

THIS DOES NOT AFFECT YOU STATATORY RIGHTS



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