



## Terms and Conditions

### Booking Terms & Conditions

- Buckle Up Bushrides (BUBR) reserves the right to alter or cancel any ride, in which case no liability shall fall on BUBR. If BUBR decides to cancel the trip for reasons other than Park closure due to weather conditions, no refund will be given.
- If BUBR is forced to cancel or delay a trip due to Parks Victoria closing the Park due to weather conditions, pandemic or otherwise, all monies paid for the trip may be transferred to another ride depending on circumstances, if circumstances are beyond our control full refund will not be given. Please refer to your travel insurance policy.

In the circumstance that we are required to change or cancel your booking, we agree to:

- Providing necessary information of changes and/or cancellations where possible to do so;
  - offer you an alternative if applicable.
  - Transfer your booking to an alternative date if comparable dates are available.
- Any personal expenses incurred by the participants as a result of any delay, alteration or curtailment of departures, no matter how caused, are their own responsibility. BUBR is unable to guarantee connections.
  - Weight restrictions of 95kg apply but we ask that you inform us if you are above 6 foot and a little heavier than this. Horse riding is a risk sport that requires some form of fitness and balance, please talk to us on booking.
  - All riders must wear a helmet that is to Australian Standards, these will be provided.
  - Ambulance, Health and Travel Insurance is strongly recommended, although we do our utmost to ensure your safety.
  - The Customer understands and acknowledges that horse riding is inherently a dangerous activity and accepts that there are risks associated with horse riding including the possibility of injury, death, loss or damage.
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## Cancellations

### . Cancellations by you

We do not offer refunds on our horse rides.

We understand circumstances can change unavoidably therefore deposits and final payments will be transferred to an alternate trip date once with no penalty if formal cancellation is made 4 weeks prior to the tour departure.

100% of payment will be retained and **not** transferred to alternate dates if cancellation is made 48 hours out from ride departure, or where you are unable to find a replacement rider for your saddle. Please refer to our Travel Insurance Policy.

\*It is requirement for all our long rides 5 days - 8 days that all guests have valid travel insurance. Travel insurance must be valid before final payment is submitted. Buckle up Bushrides requests to see the currency of your policy (certificate of policy) before final payment is made. Buckle up Bushrides will maintain your privacy by ensuring information is handled in accordance with data privacy regulations.

Typically travel insurance costs \$10 - \$30 per day. If you choose not to take out travel insurance Buckle up Bushrides Pty Ltd is unable to refund your ride.

We can recommend <https://www.covermore.com.au/> as an optional travel insurance provider, alternatively you can talk to your travel agent for a suitable policy. It is a requirement by us that your travel insurance policy is inclusive of Natural disaster i.e. Bushfire.

#### Travel Insurance Benefits

- Amendment and cancellation cost
- Car rental excess
- Travel delay expenses
- Missed flights and connections
- Natural disaster cover (Bushfires, Flooding, etc.)
- Injury or illness


In the case where a customer does not arrive for a ride and has made no attempt to cancel their ride, full payment will be charged or retained.


## Changes or cancellations by Buckle Up Bushrides Pty Ltd


We reserve the right to change or cancel your booking when it is necessary to do so, for example, in the event of a natural disaster, pandemic or threat to human life.

In the unlikely event that Buckle Up Bushrides Pty Ltd is forced to cancel or postpone a ride due to extreme weather conditions, natural disaster, pandemic or terrorism no refund will be given.

## Buckle Up Bushrides

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## Quick Links

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## About Us

Buckle Up Bushrides is a new beginning for both Paul and Shelly, born out of a long history of horse riding in and around the High Country. Read more...



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