

Borgo Cignano Equestrian Center

General Terms and Conditions

1) Accuracy of Content

The Company Borgo Cignano AZ Agricola SAS, hereinafter referred to as EQUESTRIAN CENTER, guarantees the purchase of single services related to equestrian activities according to the information and descriptions published and to the period requested and confirmed in the reservation.

2) Bookings and Payments

Requests and bookings of single services must be made by e-mail, fax, telephone or directly at the EQUESTRIAN CENTER in Loc. Cignano – Vagliagli, 53019 CastelnuovoBerardenga (Siena), C.F./P.IVA: IT00980150528 e-mail: borgocignano@gmail.com, furthermore requests and bookings can be made throughout our touristic partner agencies. At the time of booking confirmation, the customer confirms that he has read and accepted these General Terms and Conditions of single services. In this way, everything that is declared in these Conditions becomes a legal obligation for both the customer and the EQUESTRIAN CENTER.

At the time of booking the customer is obliged to provide all data and to fill in the relevant questionnaire referred to in point 5 below; furthermore the customer must pay a deposit of 25%, regardless of the payment method chosen. The balance must be paid at least 30 days before the service. If the booking is made at less than 30 days before the service, the total amount must be paid at the time of booking.

3) Cancellation and changes made by the EQUESTRIAN CENTER

The EQUESTRIAN CENTER reserves the right to change the booking in case of force majeure or extraordinary circumstances not foreseen. The service can only be changed after having informed the customer. The alternative service must belong to the same category or higher than the previous service. If it is not possible to confirm the service in the same category or higher, the EQUESTRIAN CENTER reserves the right to reimbursement, after consultation with the customer. Should circumstances arise such as to make it impossible to replace the booked service, the EQUESTRIAN CENTER reserves the right to cancel the booking. In case of cancellation the EQUESTRIAN CENTER is obliged to inform the customer and to reimburse the total amount he has paid.

4) Cancellation and changes made by the customer

If the customer wishes to change the booking or voluntarily cancel the booking, he is obliged to communicate it in writing (by e-mail or post). As changes are considered: changes in the number of people, the date and type of service, requested by the customer at least 30 days before the service. For each change €25,00 will be charged. If it is not possible to change the booking and for this reason the customer cancels the confirmed booking, the following cancellation fees will apply. In case of cancellation of a confirmed and final booking of a service, the date of written communication represents the criterion according to which the following cancellation fees will be calculated on the total price of the service:

- for cancellation communicated up to 30 days before the start of the service, the cancellation fee will be 25% of the total amount of the service
- for cancellation communicated up from 29 days up to 3 days before the start of the service, the cancellation fee will be 50% of the total amount of the service
- for cancellation communicated less than 48 hours before the start of the service, no show, showing up with a delay of more than 30 minutes after the beginning of the service or for those who renounce to the ongoing service, the total amount of the service is required.

5) The customer's obligations

The customer is obliged to complete and sign the CAPACITY EVALUATION questionnaire and to follow the instructions of the EQUESTRIAN CENTER staff.

Upon arrival, the customer must show to the service provider a document that proves the confirmed booking of the service (the voucher, received by post or e-mail).

6) BAGGAGE AND PERSONAL ITEMS

The EQUESTRIAN CENTER is not responsible for baggage and/or personal lost or damaged items, or for theft during a service.

7) COMPLAINTS

If the customer realizes that the service is not carried out correctly, he can present the complaint in writing to the EQUESTRIAN CENTER. Each customer has the right to file a claim for the non-fulfillment of the service that has been paid. Every customer holding a reservation must present the complaint separately. The customer is obliged to claim the inadequate service on the day of the service. The customer is obliged to cooperate with the EQUESTRIAN CENTER in good faith so that the cause of the complaint can be found. If the customer does not accept on the spot the solution of the proposed complaint, the EQUESTRIAN CENTER does not have the obligation to consider a subsequent complaint of the customer (if there is an appropriate alternative, the customer has the obligation to accept it). If the customer does not submit a complaint within the day after the service, he loses the right to a refund. The compensation due from the EQUESTRIAN CENTER can not be higher than the cost of the service that has been claimed.

THE EQUESTRIAN CENTER can not be held responsible for any weather conditions, outside temperature at the destinations, as well as for all other similar situations and events that may cause the customer's dissatisfaction.

8) JURISDICTION

For any dispute concerning the booking and the current Booking Conditions, the Court of Siena has jurisdiction.

9) Privacy Policy

Having read and understood the information provided by the EQUESTRIAN CENTER and having taken note of its content and being aware of the consequences of any refusal to provide data, I hereby express my consent to the processing of my personal data, contained herein and collected in relation to the services furnished by the Equestrian Center, pursuant to Article 13 and 23 of the Legislative Decree 196/03.

Date

Signature