

Harrogate Riding & LANGUAGE CENTRE

TERMS & CONDITIONS

A contract will exist between the purchaser and Spring House Group Ltd (Company Number 4189857) when we have taken your booking and required payment. You will then automatically receive a confirmation letter and invoice detailing exactly what has been booked. If you think anything is incorrect please contact us straight away.

All correspondence will be with the person named on the confirmation invoice who accepts the following conditions on behalf of all participants. The contract between us is governed by English Law and any dispute will be dealt with under the exclusive jurisdiction of the English courts. Any monies paid to an appointed agent will be held by the agent for Spring House Group until they are paid over to Spring House Group.

Any holiday purchased is subject to the Booking Conditions outlined below. It is a requirement for any booking that the full booking payment is received at the time of booking

Your Final Payment.

The balance of your account is payable not later than 4 weeks before holiday commencement. Please note we do not send reminders. If payment is not made by the due date, we reserve the right to advise you of the cancellation of your holiday booking and make a cancellation charge at the appropriate rate. Full payment must accompany bookings made within 12 weeks of departure.

Overseas Guests.

Payment by Credit Card is the preferred method of payment. For payments by bank transfer, please note that the transaction may take up to 4 weeks to clear and we are not responsible for any of the bank charges. Foreign cheques are subject to a 45% surcharge on the total price of the holiday.

Changing Your Booking or Travel.

If, after you have confirmed your booking, you wish to make any alterations, an administration charge of £15 will be made per child. Any such amendment may be telephoned to Spring House Group in the first instance but must be confirmed in writing immediately thereafter with the appropriate amount enclosed. However, if an amendment is requested less than 8 weeks prior to the starting date of the holiday, we reserve the right to charge the appropriate cancellation fee as detailed below. If you are forced to make changes to travel arrangements, Spring House Group will do its utmost to accommodate the modified arrangements that have been confirmed, but must reserve the right to alter or cancel any activities or other arrangements which may be affected.

If we have to make a major change to your holiday, we will offer 100% refund. We are not able, in our opinion, to offer an alternative that is sufficiently comparable. Compensation will be paid as below if we have to make a major change to your holiday within 8 weeks of holiday commencement, unless the change is due to circumstances beyond our reasonable control, including but not limited to war, riot, civil commotion, act of God, industrial dispute, Government action, epidemic, disease, adverse weather or natural disaster.

60 – 30 days -5% of holiday price

29 – 14 days -10% of holiday price

13 days or less – 20% of holiday price

Cancelling your holiday or travel. If you find that you cannot take your Spring House Group holiday and have to cancel, for whatever reason, your booking fee will be forfeited to cover our costs. If we receive your written cancellation within 60 days of your holiday commencement date, higher cancellation charges will be made as follows:

60 to 30 days prior to commencement – 30% of the total holiday price.

29 to 14 days prior to commencement – 50% of the total holiday price.

13 to 1 days prior to commencement – 65% of the total holiday price.

On or after

the commencement date – 100% of the total holiday price.

Remember that your travel costs are your responsibility and travel insurance is advisable.

Any complaints.

If there is any problem with the holiday, we want to be the first to hear about it. Please ask your child to mention it to a member of staff or management if possible or write/fax/email us within 15 days and we will do our utmost to find a satisfactory solution.

Our responsibility.

Spring House Group accepts responsibility for those elements of the holiday arrangements which are under our direct control, and for the acts and/or omissions of our employees, agents, sub-contractors and suppliers. Save as set out below, no liability is accepted for personal illness, injury or death.

We do accept responsibility for any personal illness, injury or death which results from the negligent (as the word is understood in the English Law) acts or omissions of any servant or agent, or any supplier, working on our behalf in the provision of services or facilities to you and whilst acting within the scope of their employment.

Please note, however, that we do not accept liability for any air or sea carriers whose individual conditions of carriage apply and are often subject to international agreements.

We cannot be held responsible for the failure or inability of any equipment or computer programme to recognise or correctly to interpret or process any date as the true or correct date, or to continue to function correctly beyond that date. We cannot be held responsible for the loss of enjoyment or additional expenses due to delays or changes in any travel arrangements or other services which are caused by circumstances amounting to force majeure such as war, riot, civil strife, industrial dispute or adverse weather conditions.

Should you or any member of your party have the misfortune to suffer illness, injury or death during the period of your holiday, arising out of an activity which does not form part of the arrangements made by us, we shall, where appropriate, and subject to our reasonable discretion and prior agreement, give you every help that we can by way of initial assistance.

Your responsibility.

It is the responsibility of the parent, guardian or other person acting in 'loco parentis' to fully advise Spring House Group when booking of any disabilities, social or behavioural problems that a youngster currently has, or has recently experienced, which might affect the youngster or other guests during the Spring House Group holiday.

We will be pleased to advise you whether we have the staff and facilities to provide an appropriate holiday in these circumstances. We reserve the right to exclude any person after holiday commencement if his/her behaviour is incompatible with the general enjoyment and well-being of others.

Collection would be entirely at the responsibility and expense of the person acting in 'loco parentis' to whom any costs for damage would also be charged. It is also the responsibility of the parent/guardian to advise Spring House Group of a child's special diet and riding, and English ability in writing in the spaces provided on the booking form.

Personal property - Your personal property, including baggage, is your own responsibility at all times, unless any loss or damage is due to our negligence or failure to carry out our responsibility. Please note that an riding holiday is not the place to bring mobile phones, expensive watches, jewellery or other precious items which will not be covered by the Spring House Group insurance. As similar to all good hotels we insist that any valuables such as plane tickets, passports and the bulk of the pocket money is kept in our safe and can be handed out to our young clients as they require it for day to day spending. They can sign a receipt for it and are then able to keep note of how much they spend each trip.

Data protection

The personal information requested on the booking form or on the website and on any subsequent correspondence is required to allow our employees, agents, sub-contractors and suppliers to provide the promised holiday to our normal high standards. This information will not be divulged to persons unconnected with the holiday arrangements without your express permission.