

HorsebackEscapes

Terms & Conditions — Booking Policy

Bookings & Deposits

- How to book: (1) send your booking request on WhatsApp with your chosen experience, date, slot and rider details, (2) wait for us to confirm your slot is available — we reply on WhatsApp, (3) once confirmed, scan the UPI QR code shown and pay the deposit, (4) send us a screenshot of the payment on WhatsApp to finalize your booking.
- A booking is confirmed only once we have confirmed slot availability on WhatsApp and received the required deposit.
- Please do not pay before we confirm your slot — during busy periods, a slot can be requested by another customer before we reply.
- Standard bookings: a 50% deposit of the total ride cost is required to secure your slot, as slots are in high demand.
- Early bookings made more than 30 days before the ride date: only a 25% deposit is required upfront. This booking is provisional — if another customer requests the same slot and is ready to pay the full (100%) amount, we will contact you to reconfirm or complete your payment in order to retain the slot.
- Any remaining balance is payable at the time of the ride.

Cancellations & Refunds

- All payments (deposits and full payments) are strictly non-refundable once made, regardless of the reason for cancellation.
- Rides may be rescheduled subject to horse and slot availability — please contact us as early as possible if you need to reschedule.
- If HorsebackEscapes cancels a ride (for example, due to weather or a horse's health and safety), you will be offered a reschedule or a full refund of the amount paid.

Photography & Video Usage

- Photography and videography is included as part of your experience and is captured by our team during the stable visit and ride.
- Photos and videos from your ride are shared with you for personal use and as a keepsake.
- By participating, you agree that HorsebackEscapes may also use photos and videos captured during your ride for promotional purposes, including on our Instagram and other marketing channels, unless you inform us in writing before your ride that you do not consent to this use.
- If you prefer not to be photographed or filmed, or do not want your images used for promotion, please let us know before your ride begins.

Safety & Weight Limit

- Maximum rider weight: 90 kg, for the safety of both rider and horse. Please let us know at the time of booking if you are close to this limit.
- All riders receive a guided stable tour and safety briefing before riding.
- Riding takes place on natural countryside and forest trails; please follow your guide's instructions at all times.
- Riders participate at their own risk. Please inform us of any medical conditions, pregnancy, or

physical limitations before booking.

Ride Hours & Availability

- Open Tuesday – Sunday. Closed Mondays.
- Morning slot: 6:00 AM – 8:00 AM. Evening slot: 4:00 PM – 6:00 PM.
- Please arrive at least 15 minutes before your slot for the stable tour and briefing.

Questions about these terms? Contact us at horsebackescapes@gmail.com or +91 88844 32221.