

Privacy policy | Epona Spain

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Payment and cancellation policy

Payment

Deposit required for Confirmation, 20% total cost, rest due eight weeks before commencement of holiday.

Credit cards accepted, Visa, Mastercard, American Express.

To give number:

Cell-phone: 636-972090 Jane or Fernando.

Cancellation by you:

Should you or any member of your party need to cancel your holiday once it has been confirmed, the person who signed the booking form must immediately advise us in writing.

Cancellation charges will then be payable from the date of receipt of your advice as set out below.

Number of days from start of holiday that written notice of of cancellation is received:

56 days or more – Cancellation Charge – Deposit only

55-29 days – Cancellation Charge – 50% of total holiday cost

Less than 29 days – Cancellation Charge – 100% of total holiday cost

It is strongly recommended that you take out holiday cancellation insurance.

Depending on the reason for your cancellation, you may then be able to reclaim these cancellation charges from the insurance company.

If you are prevented from travelling, you may be able to transfer your place to someone else (introduced by you) providing you notify us not less than two weeks before departure.

Where you are able to transfer your place to a person of your choice, we reserve the right to amend or decline them as an alternative client if we feel their riding ability is not suitable or their personal requirements are too difficult for us to provide for, within that time. In such circumstances you will be liable for the cancellation charges as set out.

