



## TEMPORARY CONDITIONS UNTIL 31.05.2021 AS A RESULT OF THE CORONA PANDEMIC

### PAYMENT CONDITIONS

After receiving the booking confirmation, a deposit of 300.- Euro per participant must be paid within 14 days.

The remaining amount is only payable if it is guaranteed that the participant is able to travel (the flight has been confirmed, travel warnings have been lifted and travel restrictions from the home and destination countries, etc.). If these conditions are only given shortly before the start of the trail, please send us a copy of the payment order before your arrival.

These payment conditions are valid until **31/05/21** for participants who **have already booked**, as well as for **new bookings**.

### CANCELLATION BY THE PARTICIPANT

If the participant's ability to travel is not approved at the start of the trail due to travel warnings and travel restrictions from the home and destination country or due to an infection of the participant with COVID-19, etc., the participant can cancel their booking in writing. If you are infected with COVID-19, a medical certificate is also required.

If you are unable to travel due to the above-mentioned effects of COVID-19, we offer you the option to postpone your travel date to a later date. The new date of rebooking should take place within twelve months following the original travel date. The payment(s) already made will then be taken into account for the new trail ride.

If you cannot immediately decide on a new travel date, we will issue a voucher.

A possible difference to the originally booked trail program will then be compensated accordingly.

In the event of definitive cancellations, please note that training, care and feeding of the horses is part of our service even before the start of trail. The well-being of our horses is very important to us. We care our horses all year round, regardless of whether there are trails going ahead. This is the only way we can ensure that you will be provided with a well-trained and balanced horse when you start your journey with us.

Therefore, in the event of a definitive cancellation for this service rendered in advance, there is a fee of 300.- Euro per person.

If you have any questions about our booking conditions adapted to COVID-19, please contact us by email: [info@panorama-trails.com](mailto:info@panorama-trails.com)

We look forward to welcoming you back on our trail rides soon!