



31st October 2023

Cancellation Policy

Please read the following Terms & Conditions carefully. Note that the following is at the discretion of Ride Egypt and rates/itineraries are subject to change.

Important: Please ensure that you are familiar with our riding policy. We reserve the right to prevent any client from riding if we feel they do not fulfil the minimum competence level as indicated.

Payment

Booking Confirmation – your deposit will be required to secure a booking and full payment is then required no later than 21 days prior to arrival or the booking will be deemed as cancelled. Payment is full can also be made at the point of booking to suit

Official Travel Restrictions

Should you be **unable to travel due to specific red zone travel restrictions** at the time of your travel date, your holiday will be able to be rescheduled to an agreed date, within 12 months of your original travel date.

- Please note that the new date (if in a new season) will include the new season uplift in rates.
- Dependant on time of year, your new dates may also include a festive/holiday season surcharge.

Rescheduling

If you choose not to travel for any reason other than being prevented to travel by red zone travel restrictions, you must advise us as soon as possible. You will be able to be reschedule your holiday to an agreed date, within 12 months of your original holiday date.

- Please note that the new date (if in a new season) will include the new season uplift in rates.
- Dependant on time of year, your new dates may also include a festive/holiday season surcharge.
- If you choose to reschedule **within 5 weeks** of your travel date- there will be a £500.00 administration fee per person to cover the prebooked costs such as hotel rooms.
 - If however your travel date is between **20/12/23-10/01/24** the administration fee is £750.00 per person due to heightened festive season hotel costs
- If you choose to reschedule **6 weeks or more** in advance, there will be no administration fee

Cancellations/ Refunds

- If you arrive late or depart prior to the holidays completion, no refunds are due
- Should you fail to join the riding holiday for any other reason than red travel restrictions and have not agreed a rescheduled date with Ride Egypt, you must claim via your comprehensive travel insurance.

Thank you for choosing Ride Egypt