



June 2026

### **Client 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 and/or cause risk of harm to themselves, to others or to the horses

### **Payment**

**Booking Confirmation** – your deposit will be required to secure a booking and full payment is then required no later than 8 weeks prior to arrival or the booking will be deemed as cancelled. Payment in full can also be made at the point of booking if preferred

### **Insurance**

To join one of our holidays you **MUST** have a comprehensive travel/medical insurance policy that includes health cover and horse riding activities, prior to your arrival. We urge you to have this in place as early as possible. You will need to provide the insurance details including policy number to us before your arrival. Please ensure that your insurance covers unexpected losses or expenses e.g. Lost luggage, stolen cash and credit cards or cancelled/missed flights or the inability to travel through unforeseen circumstances

### **Official Travel Restrictions**

Should you be unable to travel due to specific NO TRAVEL PERMITTED/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, may include an increase to the new season 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 NO TRAVEL PERMITTED/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, may include an increase to the new season rates. Dependant on time of year, your new dates may also include a festive/holiday season surcharge.

- If you choose to reschedule within 4-8 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 covers the festive season ie Christmas or New Year, the administration fee is £750.00 per person due to heightened festive season hotel costs
- If you choose to reschedule more than 8 weeks or more in advance, there will be no administration fee

**Cancellations**

If you arrive late to join a holiday or depart prior to the holidays completion, no refunds are due.

Should you fail to join the riding holiday completely for any other reason than NO TRAVEL PERMITTED/RED ZONE travel restrictions and have not agreed a rescheduled date with Ride Egypt, you must claim any reimbursement via your comprehensive travel insurance as no refund will be provided by Ride Egypt.

**Thank you for choosing Ride Egypt**