

Rhossili Paddocks Cancellation, Amendments & Right to Refuse Entry Policy

1. Acceptance of this Policy

By paying a deposit or balance, making a booking, attending the property, or bringing any horse onto the premises, the lead guest confirms that they have read, understood and accepted these Terms and Conditions in full on behalf of every member of their party.

The lead guest accepts responsibility for ensuring that all members of the booking comply with these Terms and Conditions. Any breach by one member of the party shall constitute a breach by the entire booking.

2. Binding Booking Agreement

All bookings become legally binding once a booking confirmation has been issued by Rhossili Paddocks and any requested payment has been received.

A reservation constitutes a contract between the guest(s) and Rhossili Paddocks.

Guests acknowledge that the accommodation and equestrian facilities are reserved exclusively for their booking period and therefore prevent alternative bookings being accepted.

3. Guest Cancellation

If the guest wishes to cancel their booking for any reason whatsoever, including but not limited to:

- illness;
- injury;
- change of personal circumstances;
- family emergencies;
- work commitments;
- transport issues;
- weather concerns;
- horse illness or injury;
- veterinary advice;
- loss of employment;
- financial circumstances;
- travel disruption; or
- any other reason beyond the control of the guest,

the following cancellation policy shall apply.

More than 31 days before arrival

Where written notice is received more than 31 days before the scheduled arrival date, Rhossili Paddocks may, entirely at its sole discretion:

- offer a partial refund;
- offer a transfer of dates;
- offer a booking credit; or
- decline any refund or amendment.

No refund or date change is guaranteed.

Any goodwill gesture remains entirely discretionary and shall not establish a precedent for future bookings.

30 days or fewer before arrival

Where cancellation occurs within 30 days of the scheduled arrival date:

All monies paid shall be retained.

No refunds, credits, transfers or alternative dates will be offered.

This applies regardless of the reason for cancellation.

Guests are strongly advised to obtain suitable travel and cancellation insurance.

Failure to arrive ("no show") will be treated as a cancellation on the arrival date and all monies paid shall be forfeited.

4. Changes Requested by Guests

Requests to amend dates, reduce the length of stay, reduce guest numbers or amend horse numbers are treated as cancellation requests.

Acceptance of any amendment remains entirely at the discretion of Rhossili Paddocks.

Where an amendment is accepted, administration fees may apply and pricing may be recalculated using the rates applicable on the new booking dates.

5. Horse Holiday Requirements

All horses arriving at Rhossili Paddocks must satisfy every one of the following conditions.

Failure to comply with any requirement will result in immediate refusal of entry without refund.

Each horse must:

- travel with its original passport;
- have a legally compliant passport;
- have vaccinations fully up to date in accordance with current industry guidance;
- be free from infectious or contagious disease;
- be fit to travel;
- be fit to participate in riding activities;
- be in good general health;
- not present a biosecurity risk;
- not be under veterinary movement restrictions.

Rhossili Paddocks reserves the absolute right to inspect passports and vaccination records before permitting entry.

Failure to produce satisfactory documentation immediately upon request will result in admission being refused.

No refund shall be payable.

If, within 30 days of arrival, a horse becomes unfit, loses vaccination status, cannot travel, develops illness or injury, cannot legally travel, or cannot satisfy the above requirements, the booking shall remain subject to the standard cancellation policy and no refund shall be issued.

6. Right to Refuse Entry

Rhossili Paddocks reserves the absolute right to refuse entry to any guest, visitor, vehicle or horse where, in the reasonable opinion of management:

- these Terms have not been complied with;
- incorrect information has been supplied;
- payment has not been made;
- health or safety may be compromised;
- livestock or horses may be placed at risk;
- other guests may be disturbed;
- criminal or anti-social behaviour is suspected;
- the booking was obtained fraudulently.

Where entry is refused due to breach of these Terms, no refund shall be payable.

7. Termination of Stay

Rhossili Paddocks may immediately terminate any booking without notice where a guest:

- behaves aggressively;
- behaves abusively;
- threatens staff or other guests;
- causes nuisance or disturbance;
- damages property;
- commits illegal acts;
- places persons, horses or livestock at risk;
- breaches biosecurity measures;
- disregards staff instructions;
- repeatedly breaches site rules.

Where a booking is terminated under this clause:

- guests must leave immediately;
 - horses must be removed immediately;
 - no refund shall be payable;
 - Rhossili Paddocks shall have no liability for additional accommodation, transport or associated costs.
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8. Failure to Check In

Guests are required to arrive within the published check-in period unless prior written agreement has been obtained.

Failure to arrive during the agreed check-in window may result in the booking being treated as cancelled.

Rhossili Paddocks is under no obligation to accommodate late arrivals.

No refund shall be payable.

9. Owner Cancellation

In the unlikely event that Rhossili Paddocks is unable to provide the booked accommodation or facilities due to circumstances within its reasonable control, liability shall be limited solely to:

- transferring the booking to alternative dates; or
- refunding monies paid.

No compensation shall be payable for travel costs, loss of enjoyment, consequential losses, veterinary costs, loss of earnings or any indirect financial loss.

10. Force Majeure

Rhossili Paddocks shall not be liable for cancellation, interruption or alteration of any booking resulting from events beyond its reasonable control, including but not limited to:

- severe weather;
- flooding;
- fire;
- disease outbreaks;
- government restrictions;
- road closures;
- utility failures;
- pandemics;
- acts of God;
- civil emergencies;
- agricultural emergencies.

Where practical, alternative dates may be offered, but this remains entirely at the discretion of Rhossili Paddocks.

11. No Waiver

Failure by Rhossili Paddocks to enforce any provision of these Terms on one occasion shall not constitute a waiver of its right to enforce the same provision in the future.

12. Severability

Should any provision of these Terms be found unenforceable by a court or tribunal, the remaining provisions shall continue in full force and effect.

13. Governing Law

These Terms and Conditions shall be governed by the laws of England and Wales.

Any dispute arising from these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.