



LEGAL INFORMATION, PRIVACY POLICY, DATA PROTECTION, TERMS AND CONDITIONS OF AMPASCACHI HORSE RIDING HOLIDAYS SL

LEGAL INFORMATION

AMPASCACHI HORSE RIDING HOLIDAYS SL., recorded in Barcelona, Spain, under license granted by the Generalitat de Catalunya to operate as a company authorised to sell tourist packages, under Record Number: GC-003930, NIF: B66390816 and recorded in the Mercantile Registry of Barcelona in Record Book 44530, FOLIO 100, PAGE B 458883, with RECORD 1, with legal domicile at (08860) Castelldefels (Barcelona), Iglesia N^o 114, Local Planta Baja and with a legal representative in the United Kingdom, with legal domicile at, 56 Eaton Manor, The Drive, Hove, East Sussex, BN3 3PT, United Kingdom.

PRIVACY AND DATA PROTECTION POLICY

Privacy Policy

We are compelled to protect your privacy. We shall only disclose information about you legally (pursuant to Data Protection Law of 1998 and the Directive on Privacy and Electronic Communications and the EU). This includes any information provided voluntarily by you by means of a form or automatically filled in at any visit to our website. You should not send any confidential or private data through this website unless requested in security areas. The owners of this website are not liable for the misuse of the content sent through unsafe areas of this site. Only with your contact information, we will be able to contact you or send you advertising information. We will give you the chance of unsubscribing to any advertising information from us at any future time. This website uses cookies which will remain in your navigator. In most cases, you will be able to make configuration modifications in your computer in order to avoid cookies. However, if you are unable to use cookies, or some types of cookies, you are likely to have some difficulties when using this site or any other websites, or impede the functioning of cookies at all. Some cookies used in this website are required to access to different areas of this site. Without the use of these cookies some of the services required cannot be accessed. Some cookies used in this website are used to gather information about how users navigate in this website; for example, about most visited sites and to check in case there is an error in the website.



These cookies do not gather information which might identify any user. All the information gathered by these cookies is added, and therefore, remains anonymous. It is merely used to improve the use of the network. These cookies are used in this website for the use of Google Analytics. If you continue using this website without adjusting the configuration of the cookies of this navigator, you are, therefore, accepting that we make use of these cookies in your computer. As it occurs with most websites, our server will automatically record any data related to each of your visits such as your IP address, your type of navigator, reference / exit pages, and the operative system. We can use this information to supervise any error in the server, server administration, or to monitor the behaviour of each visitor. It is not possible to deactivate this tool according to every user, so we ask you to exit this website and (any other website) if you do not agree with the use of these cookies. This privacy policy does only apply to all websites related to Ampascachi and does not include any website that you might be linked through the use of our website.

Data Protection Policy

For the purpose of processing your reservation and to prevent any inconveniences during your riding holiday, we need to use the information you provide us such as your name, address, special requests, any diet requirements, etc. We promise to do our best to hold your information safe by taking all the necessary security measures.

This information might be also provided to airlines, hotels, credit card companies, public authorities, such as customs office, migration, if requested by any of them, or as requested by law.

Besides, as you are hiring a service outside the European Economic Area (EEA), data safety controls in Argentina might not be as efficient as they are in the United Kingdom. However, we shall provide said information only to people or companies who are directly related to the riding holiday being booked.

This is applicable to any confidential information you provide us, such as details about any disability or diet or religious requirements. If we are allowed to provide this information to any pertaining entity in Argentina, we will be unable to confirm your reservation, and to make your reservation; therefore, you herein allow us to provide this information to any other person or pertaining entity.



Unless otherwise stated by you we shall collect all your information and use it to inform you about any future offers or to send you any brochures. We shall not give your information to any third party unrelated to your reservation. You are entitled to receive a copy of your information on our possession. If you would like to see this information, please contact us.

TERMS AND CONDITIONS OF AMPASCACHI HORSE RIDING HOLIDAYS SL

CONDITIONS TO ACCESS

Access to any information stated in this website is subject to acceptance to the terms and conditions of access described herein below. Any reference in this website to the words “our”, “we”, “us”, and “Ampascachi” refers to AMPASCACHI HORSE RIDING HOLIDAYS SL.

1. The information and / or prices stated in this website may be modified. Ampascachi should spare no effort to guarantee accuracy in the information and prices described herein. However, you are advised to check on any details related to the riding holidays when making a reservation (including the price).
2. You agree that we shall not be liable for any loss or damage (direct, indirect, consequential, or of any sort) incurred, directly or indirectly, from the use of information described in this website and / or from the use or access to any other sort of information or material through the links mentioned in this site. This disclaimer of liability is applied only pursuant to the purchase law and shall be valid in agreement to our conditions for reservations. If any of these disclaimers, in total or in part, are deemed illegal, null, or for any other reason non-applicable, said disclaimer or part of that disclaimer shall be considered separately and shall not affect the validity or eligibility of other (s) disclaimer(s) or part(s) of the disclaimer(s) stated herein. Without limiting the foregoing, we are entitled to explain to the beneficiary the limitations and/or exceptions permitted by the laws of any country pertaining the information described in this website and/or any of the services rendered by us or on our behalf.
3. All copyright of the material included in this site is property of Ampascachi.



4. This website does not include all the information relevant to the equestrian holidays. You are required to ask for a copy of our booking conditions applied herein and any other additional information, together with any other information related to your specific riding holiday before making a reservation with us. Our booking conditions include limitations and exceptions of liability to any person who makes a reservation and/or takes any of our holidays. Cancellation costs shall be paid if the reservation is cancelled after the riding holiday has been confirmed.

5. Privacy Policy: We are compelled to protect your privacy. We shall only disclose information about you legally (pursuant to Data Protection Law of 1998 and the Directive on Privacy and Electronic Communications and the EU). This includes any information provided voluntarily by you by means of a form or automatically filled in at any visit to our website. You should not send any confidential or private data through this website unless requested in security areas. The owners of this website are not liable for the misuse of the content sent through unsafe areas of this site. Only with your contact information, we will be able to contact you or send you advertising information. We will give you the chance of unsubscribing to any advertising information from us at any future time. This website uses cookies which will remain in your navigator. In most cases, you will be able to make configuration modifications in your computer in order to avoid cookies. However, if you unable cookies, or some types of cookies, you are likely to have some difficulties when using this site or any other websites, or impede the functioning of cookies at all. Some cookies used in this website are required to access to different areas of this site. Without the use of these cookies some of the services required cannot be accessed. Some cookies used in this website are used to gather information about how users navigate in this website; for example, about most visited sites and to check in case there is an error in the website. These cookies do not gather information which might identify any user. All the information gathered by these cookies is added, and therefore, remains anonymous. It is merely used to improve the use of the network. These cookies are used in this website for the use of Google Analytics. If you continue using this website without adjusting the configuration of the cookies of this navigator, you are, therefore, accepting that we make use of these cookies in your computer. As it occurs with most websites, our server will automatically record any data related to each of your visits such as your IP address, your



type of navigator, reference / exit pages, and the operative system. We can use this information to supervise any error in the server, server administration, or to monitor the behaviour of each visitor. It is not possible to deactivate this tool according to every user, so we ask you to exit this website and (any other website) if you do not agree with the use of these cookies. This privacy policy does only apply to all websites related to Ampascachi and does not include any website that you might be linked through the use of our website.

BOOKING TERMS

The foregoing terms are the basis of your contract with **AMPASCACHI HORSE RIDING HOLIDAYS SL**. Booking terms are described as follows:

1. Booking

We ask you to read these booking terms in full as all the information included in this document is the basis of your contract with Ampascachi. It is possible that from time to time we might make changes to the *Terms and Conditions* and the latest version shall be always available at our website. If you have any queries about our booking terms or you happen to need help you can contact us by email at england@ampascachi.com or call us at +44 20 3318 2595.

Under these Booking Terms, the expressions "Ampascachi", "we", "our", "us" stand for AMPASCACHI HORSE RIDING HOLIDAYS SL., recorded in Barcelona, Spain, under license granted by the Generalitat de Catalunya to operate as a company authorised to sell tourist packages, under Record Number: GC-003930, NIF: B66390816 and recorded in the Mercantile Registry of Barcelona in Record Book 44530, FOLIO 100, PAGE B 458883, with RECORD 1, with legal domicile at (08860) Castelldefels (Barcelona), calle Iglesia Nº 114, Local Planta Baja and with a legal representative in the United Kingdom, with legal domicile at, 56 Eaton Manor, The Drive, Hove, East Sussex, BN3 3PT, United Kingdom..

In the moment that you make your reservation, you ensure that you have the authority of accepting or not on your behalf the terms in the booking terms herein described.

This contract shall be binding as soon as we confirm your booking, so for this purpose we will send you an email to the email account stated in the booking form with the content of this contract. Thereto, you are required to fill in with your full name where it reads: "*I have read and expressly accept in all its terms*". In this way, you will have an electronic copy sent



by Ampascachi and we will have a copy sent from our email address. This shall give us legal force of consent between both parties in this contract. Any notification shall be sent to the address you detail in your booking form.

Upon reception of your consent, we will confirm you the booking by sending you an email with a detailed invoice attached therein, including all the services described in this contract and any pertaining information about your riding holiday.

The process shall start with your booking form of any of our riding holidays. This shall be analysed by Ampascachi and, if all the information is correct, we will confirm you your booking. You can make your booking up to 30 (thirty) days prior to the start date of your riding holiday. If you make a booking before 30 (thirty) days, you shall be entitled to choose to pay at least 20 (twenty) % of the total price of the riding holiday, or to pay it in total. In case you choose not to pay it in total, but at least the 20 (twenty) %, you are required to complete the payment in total 30 (thirty) days before the start date of the riding holiday in order to have confirmation of your participation.

If we do not receive your total payment before 30 (thirty) days of the due date, we shall terminate this present contract, and Ampascachi shall have the right to keep as indemnification for related costs, the down payment that you have made which is 20 (twenty) % of the total price of the riding holiday.

Considering the start dates available, you will be able to plan your riding holiday according to your preferences in relation to dates and group participants. Ampascachi guarantees all services under this contract as there is no minimum number of participants and your might even book alone, or in group, or join any other group. Each riding holiday explains in detail the availability and the duration days.

2. Financial Protection under Insolvency

In order to protect the money paid to Ampascachi, we guarantee it with a bank financial protection from LA CAIXA, which is a well-known bank entity in Spain. This guarantee shall be available in case of insolvency of Ampascachi and it shall refund the total amount paid by the beneficiary of the guarantee (you) to Ampascachi, when completing the total payment of the riding holiday sold by Ampascachi.



2.1 Legal Information about “La Caixa” of Caixabank S.A

Caixabank S.A. Av. Diagonal 621 08028-Barcelona NIF A08663619 is registered with the Special Administrative Register of the Bank of Spain under number 2100 and registered in the Mercantile Register of Barcelona, volume 42.657, folio 33, book B-41232, number 109^a under the fiscal identification number A-08663619.

Caixabank S.A. is a legal entity subject to the legal regulations for listed Spanish companies and under the supervision of the Spanish Securities and Exchange Commission (CNMV).

Caixabank S.A. is authorised to use the trademark “la Caixa” by the Bank Foundation Caixa d’Estalvis i Pensions of Barcelona, “la Caixa”, which is titleholder of that name.

2.2 How does Financial Protection work?

Upon payment of the down payment to Ampascachi, and once the minimum payment, or an amount higher than the minimum payment, or the total amount corresponding to a riding holiday hired has been made, you shall receive, through your bank, the communication of the issuance of the guarantee on your name issued by La Caixa for the total amount paid to Ampascachi, including the due date, which corresponds to 8 (eight) days after the start date of the riding holiday. This communication from the bank can be replaced by the remittance of the original guarantee document by certified post.

In case you book the air tickets with us and, after you have paid the down payment required for reserving the riding holiday booked, you shall receive the electronic codes of the issuance of the air tickets and the names of the airlines. Therefore, the price of the air ticket shall be deducted from the total amount paid to us to issue the guarantee.

2.3 Form of payment of the Financial Protection

The guarantee shall be paid, by the guaranteeing entity, upon request of the beneficiary (you). Collection shall be done by your own bank entity, or by a first class bank which certifies the validity and the authenticity of the signature of the beneficiary of the guarantee in the written document which claims for the payment.



Guarantee payable on first demand means that La Caixa shall pay your guarantee immediately after its payment is requested by the beneficiary (you).

For this reason, if the beneficiary (you) collects the guarantee without occurring any of the situations described herein below:

- a) That prior to the departure date of the beneficiary, Ampascachi has filed a petition for insolvency, bankruptcy, or suspension of payment and, therefore, Ampascachi is unable to meet its obligations.
- b) That upon arrival at the destination stated at the riding holiday being booked, the beneficiary shall not receive the services offered as a consequence of a situation of insolvency of Ampascachi, or as a result of technical inconveniences which shall impede that Ampascachi offers the serviced rendered.

Ampascachi shall make the legal reserves to recover from the beneficiary (you) the amount unduly paid, plus a compensation for any loss or damage incurred against Ampascachi.

Upon arrival at the destination on the start date of the riding holiday booked from Ampascachi, the latter shall make the beneficiary sign an agreement stating that Ampascachi welcomes the beneficiary and shall provide him or her all the services offered, as listed in the booking confirmation and the invoice issued by Ampascachi. The beneficiary (you) shall receive a copy of this agreement.

2.4 Characteristics of the Financial Protection

The protection or guarantee from La Caixa in favour of a beneficiary (you) covers the amount of money paid to Ampascachi as total payment of the riding holiday hired by the beneficiary (you), only in the event of insolvency or technical impediment on the part of Ampascachi to offer the services rendered.

This guarantee shall not be used in case of partial or total discontent in relation to the services rendered in cases such as: "I don't like the food, or I don't like the horse offered, or I don't like the landscape, or I don't like anything about this riding holiday, etc." In all these cases, Ampascachi has customer satisfaction as a priority, and therefore, we shall do our best to find a solution to any request made by any of our customers.



The acceptance of the reimbursement, given to Ampascachi by La Caixa, implies conformity on the part of the beneficiary and the latter waives to claim any money from Ampascachi in the future, as a consequence of the services rendered, object of this guarantee.

3. Prices and details of the riding holidays

1) We hold the right to modify the prices of any of the riding holidays described in our brochures or in our web pages. We shall inform you of the current price of your riding holiday before confirming your booking.

2) At the moment of making a reservation you must pay a minimum deposit of 20 (twenty) % of the total price of the riding holiday booked per person. The rest of the price of the riding holiday shall be paid at least 30 (thirty) days prior to the start date thereto. In order to guarantee the price of the holiday requested you must pay it in total before this date. Unless you pay it on time, we shall cancel your booking and retain your deposit paid of 20 (twenty) % of the price of the riding holiday.

3) Only if your payment is done under the conditions hereinbefore described, the price of the riding holiday shall be guaranteed in total and shall not be subjected to any charges or changes.

4) Each riding holiday shall have a price per person, but you will obtain significant benefits under our policy of Special Prices and Reimbursements for groups:

Special Prices for Group Bookings:

You can have the benefit of paying an special price if, at the moment of making a reservation, you make it for you and other people who express their willingness to share a room at the hotel and/or the estancia with a minimum of two people.

Special reimbursements after booking:

Ampascachi offers you a special reimbursement if, at the moment of making a reservation you made it only for you, but afterwards other people make a reservation of the same riding holiday and on the same dates, and providing you are willing to share the hotel room and/or the estancia with a minimum of two people.



The amount of the reimbursement shall be paid according to the total price paid by all people, including you, who have booked the riding holiday, and shall be paid within 10 (ten) business days prior to the start date of the riding holiday booked by means of bank transfer as indicated in your booking form.

Prices are subjected to daily modifications according to exchange rates. Once you have made a reservation, prices are fixed. Benefits on prices at the moment of reserving and any other reimbursement paid afterwards shall not be accumulated.

5) Ampascachi guarantees that, if you book any of our riding holidays and you are the only one who has booked that holiday for a certain date, the riding holiday shall take place in full and under the conditions agreed at the moment of making your reservation. The riding holiday shall not be cancelled as there is no minimum number of participants required. You have the chance of planning your riding holiday in advance to ensure the predictability of that holiday.

6) Ampascachi offers you two or more possible dates per month as start dates. If you have a group of 4 or more people, you may choose your convenient date, apart from the two possible dates offered beforehand.

7) From the moment that the rider arrives at the start point of the riding holiday until the final destination of said holiday, each of our riding holidays includes the following according to its itinerary:

- All transfers inside Argentina

- All accommodation

- All meals and drinks

- All horse riding and non- horse riding activities

- English speaking host-guides from Ampascachi

- Gauchos baquianos (who know the tracks well) who accompany the groups

- All horse rides on Peruvian Paso Horses of Ampascachi



- Baggage transfer done by our Logistics Team
- Horse riding and camping equipment and the personal hygiene kits
- Satellite phones and mobile phones for emergency calls

8) As regards languages, it is important to know that in Argentina only the host/guides speak English and this shall be the people who will be with you all the time during rides. On our accommodation places, the host speaks English as well. The rest of Ampascachi's staff as well as other people at the places we will have our meals or stay for the night only speaks Spanish.

9) Riding holidays do not include:

- Any international flights, unless it is specifically agreed with Ampascachi; indeed, we offer you any assistance or advice on this matter.
- Any additional drinks or meals in all accommodation, restaurants, or shop on our routes.
- Any accommodation or transfers which shall not be listed in our itinerary. Any additional transfer (for any reason, including flight delays) different from the ones included in the itinerary shall be paid by the rider.
- Any activities or additional packages. Please request our advice on this matter.
- Any laundry service in our Equestrian Centre Haras Ampascachi, or at any other point along our itinerary.

4. Changes in your booking

If after you have received our booking confirmation, you are interested in changing your riding holiday, any modification to it; for example, the start date, or the holiday chosen, we shall do our best to make those changes, but we do not guarantee those changes can be made. Any request for change shall be done in written and done by the person who made the reservation. In the event that we have to pay any charges on modifications, you are compelled to pay those charges. You should be aware that prices might increase near the start date of the riding holiday, therefore, we advise you to contact us as soon as possible.

5. Cancellation of your riding holiday

You have the right to cancel your riding holiday at any time. The notification of such cancellation shall be done in written and by the person who made the reservation on his or her name. As we have some costs on your cancellation, you are compelled to pay cancellation costs applicable to a maximum amount as stated under provision 6.

If the reason for your cancellation is under the terms of your insurance policy, you are likely to recover these costs.

6. Changes details or cancellation of the riding holiday

It is highly unlikely that we are forced to make any changes to your riding holiday as we have designed and planned each riding holiday in detail. Yet, we might have an eventual change due to force majeure or fortuitous event, so we hold the right to make these changes at any moment. Most of these changes shall be minor ones. We also hold the right to cancel your riding holiday under any circumstances due to force majeure or non-compliance on the payment of the total price.

If we fail to provide you the services offered for the riding holiday booked, you are entitled to claim reimbursement of all the amount paid, or accept our offer of taking another riding holiday, of a similar level, if available (if the riding holiday chosen costs a lower price, we shall reimburse you the difference). If by any reason we cancel your riding holiday, we shall reimburse you as stated under this disposition.

For minor changes we mean a change in accommodation to another of the same quality, or a change in a restaurant.

In the event that we make an important change in your riding holiday, we shall inform you as soon as possible before the start date. You have the right to accept the changes, or an alternative riding holiday offered by us, if available (if the riding holiday chosen costs a lower price, we shall reimburse you the difference), or claim for the cancellation of the riding holiday booked and be paid a compensation for the total amount paid. Under all these cases, except the one we make any important change, due to force majeure, we shall pay you the indemnification as detailed herein below:

If we make an important change in the riding holiday:

Period before the start date, within which you are notified of	Amount you shall be
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the important change:	paid:
More than 30 days	Null
15 to 30 days	50 euros
1 to 14 days	100 euros
Less than one day	200 euros

If we cancel your riding holiday:

Period before the start date, within which you are notified of the important change:	Amount you shall be paid:
More than 30 days	Down payment paid only
15 to 30 days	100% of the total price of the riding holiday + 50 Euros
1 to 14 days	100% of the total price of the riding holiday + 100 Euros
Less than one day	100% of the total price of the riding holiday + 200 Euros

If you cancel your riding holiday:

Period before the start date, within which you are notified of the important change:	Amount of cancellation rate
More than 30 days	Down payment paid only
15 to 30 days	50% of the total price of the riding holiday
Less than 15 days	100% of the total price of the riding holiday

You are entitled to claim for the amount of money you consider right, apart from the compensation we shall pay you.

Force Majeure: Under this situation we shall not paid any compensation if the reason for cancellation or any unpredictable change in your riding holiday occurs under force



majeure. These reasons can include; for example, any disturbance, labor conflicts and their consequences, any natural or nuclear catastrophe, fire, adverse climatic conditions, etc.

7. Complains

If you have any problems before or during you riding holiday please inform our staff, the commercial representative, the host/guide and we shall do our best to find a solution. If you do this, we will be able to identify the situation faster and have a quick answer.

If you are unwilling to follow this simple step, we shall not have the chance to find out about the problem and ratify your complaint, and therefore, this fact shall be detrimental to you in virtue of this present contract.

8. Our liability with you

If the contract we have with you shall not be executed or is executed wrongly by us, we shall pay you the corresponding indemnification. However, we shall not be liable if any failure in the execution of this contract is caused by you, or by a third party unrelated to the services rendered in this riding holiday, or in the event that failure is unpredictable or inevitable; or any unpredictable or unusual circumstances outside our control whose consequences could not have been avoided, or in an event that we were unable to predict, even with all the necessary diligence.

Our liability, except under any case of death, injury, or illness, shall be limited to a maximum of twice the price of the riding holiday. Our liability shall be limited pursuant to:

- a) Any contract terms of the companies who render to us transport services.
- b) Any international convention applicable herein; for example, the Montreal Convention related to air travel, the Athens Convention related to sea travel, The Bern Convention related to ferry travel, and the Paris Convention related to the provision of accommodation, which limits the amount of indemnification claimed in cases of death, injuries, passenger delay or any baggage loss, damage or delay. We should be considered as having all the benefits of compensation under any of these conventions described hereinabove.

Pursuant to community law under (Regulation 261/2004) you have the right to claim for reimbursement and / or compensation from the airline in case of refusal to embark, cancellation or major delay in a flight. Full details on your rights shall be provided to you at



any EU airport and they are also available at any airline company. However, any reimbursement under these cases shall not entitle you to claim for automatic reimbursement of the cost of your riding holiday from us. Your rights on reimbursement and / or compensation claimed from us are stated under clause 6. In case your airline fails to comply with these regulations you are entitled to make a formal claim to the Air Transport Users Council.

9. Swift Assistance

If the agreement we hold with you shall not be done or it is done wrongly as a result of any failure caused by a third party unrelated to the provision of our services, or as a result of any failure caused by unusual or unpredictable reasons outside our control, and whose consequences could not have been avoided, due to an event that we, even with all necessary diligence, could not have anticipated or overcome and you suffer from an injury or any other material loss, we guarantee immediate assistance and a reasonable agreement under the circumstances described hereinabove.

10. Personal Baggage

In all our riding holidays your baggage shall be carried under our logistics and we shall do our best to guarantee baggage safety. We advise you not to travel with valuable or unrecoverable objects. We shall not be liable for the loss or theft of your baggage or any of your personal belongings and you are advised to have travel insurance. In the event of loss or damage on your baggage, during the time of our riding holiday, starting from the start point until the end point of said riding holiday, independently of the cause, even under the event of negligence, our liability is limited to a maximum of 400 (four hundred) Euros and to your travel insurance. You are requested to have your passport with you or in a safe box and take a photocopy of your passport in a separate place in your luggage.

11. Passport, Visa and Migration

Any visa, if corresponding, your passport, or any other migration requirements are under your responsibility and you are requested to confirm us you hold all this documentation. We shall not be liable if you are denied to travel in case you fail to comply with all the requirements about your passport, visa, if corresponding, or in migration process.



12. Additional trips to our riding holidays

Any trips or tours and/or activities you might book or pay during your trip shall not be included in the riding holiday provided by us. Any other trip or activity booked by you shall be a contract between you and the trip or tour operator and not with us. We are not liable for the provision of any trip, tour, or other complication which might arise during the time of any of those services being rendered by the operator.

13. Special requests and medical conditions

Although we will do our best to accept and perform all reasonable requests, we shall not guarantee to comply with any request unless we have it expressly confirmed in written. Until we have it confirmed in written, any special request is subjected to availability.

If you or any member of your group has any medical condition or disability which might compromise your riding holiday, please inform us of this situation before confirming your booking so that we can advise you on the adequacy of established mechanisms. This includes any pre-existent medical condition which might get worse during the riding holiday. In that case, you are required to provide us all pertaining details in written. In the event that we feel reasonably incapable of making all necessary arrangements for the person under this condition, or if you fail to provide all the details at the moment of the reservation, we hold the right to deny or cancel your reservation at the moment we get notice of these details.

14. Delays

We are afraid we are unable to offer you any assistance in case of delay from your departing point to Argentina, or during your trip back home. Yet, airlines offer passengers some refreshments, etc. We are able to offer you any assistance during all the time of the riding holiday booked from us, but not after that time or in any time during your international flights.

15. Conduct

When booking a riding holiday with us, you accept the liability on any damage or loss caused by you or by any member of your group. The total amount paid under any damage



or loss must be done immediately to the owner of the accommodation place or to the manager, or to whom it may concern.

If you fail to do so, you are compelled to indemnify us for any future claim made against us as a consequence of your actions. We expect every customer to have consideration for the rest of the people. If we or any other authorised person considers that any person is not behaving properly, or he or she might be a danger to third parties, or he or she might cause any damage to property, we hold the right to terminate his or her riding holiday without prior notice. Under this circumstance, we shall request the person(s) to leave the premises or any other service rendered by us. We shall not be responsible for this/these person(s) (including the trip back home). No refunds will be made and no payment on costs or expenses incurred hereto shall be done pursuant to the termination of this contract.

16. Security Measures

You should bear in mind that as regards security we follow regulations and requirements enforced in Argentina where the services included in your riding holiday are rendered and that are applicable to all services provided during any riding holiday, and not under any regulation of the United Kingdom. As a general rule, these regulations and requirements are the same as the ones enforced in the United Kingdom.

17. Conduct and Safety in relation to horses

Whenever we are on a route on horseback, or training on horses, in company of your host/guide, you are requested to follow the indications given by this person as regards safety, the rhythm of the march, etc.

It is a booking condition and under this contract you accept that your host/guide, as mentioned hereinbefore, holds the right to ask you to dismount or deny you the possibility of taking the route, or continuing in it, if for any reason, including your inability, conduct, or health condition, the host/guide might consider that safety or well-being of any person or horse is at risk. If this shall be requested by your host/guide, you are not entitled to claim for any compensation or reimbursement.



18. Privacy Policy

For the purpose of processing your reservation and to prevent any inconveniences during your riding holiday, we need to use the information you provide us such as your name, address, special requests, any diet requirements, etc. We promise to do our best to hold your information safe by taking all the necessary security measures.

This information might be also provided to airlines, hotels, credit card companies, public authorities, such as customs office, migration, if requested by any of them, or as requested by law.

Besides, as you are hiring a service outside the European Economic Area (EEA), data safety controls in Argentina might not be as efficient as they are in the United Kingdom. However, we shall provide said information only to people or companies who are directly related to the riding holiday being booked.

This is applicable to any confidential information you provide us, such as details about any disability or diet or religious requirements. If we are allowed to provide this information to any pertaining entity in Argentina, we will be unable to confirm your reservation, and to make your reservation; therefore, you herein allow us to provide this information to any other person or pertaining entity.

Unless otherwise stated by you we shall collect all your information and use it to inform you about any future offers or to send you any brochures. We shall not give your information to any third party unrelated to your reservation. You are entitled to receive a copy of your information on our possession. If you would like to see this information, please contact us.

19. Acknowledgement of Risk

For your safety you should wear a helmet, which will be given to you, on every equestrian route done by Ampascachi, or if you prefer you can wear your own helmet. Besides, you acknowledge the risk related to horse riding and understands that horses, as independent creatures, might be unpredictable or react unexpectedly. You also acknowledge the fact that our routes might go along potentially dangerous places due to land conditions, or any other circumstances. Given the above, you herein accept to sign to Ampascachi an informed consent form which states that you understand and voluntarily accepts and assumes said risks. The breach of this condition shall give Ampascachi the right to end



your participation in the route on horseback and you shall hold no rights to claim for any compensation or reimbursement.

Ampascachi, notwithstanding all we have said, minimises all these risky situations by providing horses with stable behaviour and guides who will constantly alert you on the different ways to go through difficult routes in an attempt to constantly reduce the risks at every moment, apart from offering the kind of logistics which keeps us communicated at every minute in order to solve any possible emergency situation.

20. Mandatory Insurance

Travel insurance is mandatory and exclusionary to all riders in written and it should guarantee that you are insured to undergo all equestrian activities pursuant to the riding holiday booked.

We suggest you to check on the activities offered so as to be sure that you are covered by your insurance. Likewise, we recommend you to carefully read the coverage policy of your insurance company. In case you have any queries, please contact your insurance company.

You are responsible for the organization of your insurance and the adequate protection for the total duration of your riding holiday. Ampascachi holds the right to cancel your reservation if you have not purchased an adequate insurance.

21. Images

You accept that any photographs or films recorded during your riding holiday with Ampascachi are used in publications or for the purpose of advertising.

22. General Issues

Your reservation is accepted by us in the mutual understanding that you are aware of the fact that the services rendered during holidays on horseback are quite different from many other holidays' services.



That horse riding implies that horses are not always predictable and there might always arise some inconveniences which are not under our control such as: weather conditions, land conditions, or any other local conditions which might influence the pace and the way we will horse ride in some moments and that some horses might seem a better choice for some riders than from others, in relation to the conditions of those horses.

That you accept that the descriptions of the equestrian routes given to you are a mere indication of what it is planned and are no contractual. It is advised to have some flexibility on this matter.

That any final decision as regards the performance of a riding holiday might be affected by various factors such as the ones described hereinabove, and that any decision shall be taken by us to the best interest of all the riders.

That you also acknowledge that infrastructure and all the regulations related to the riding holidays such as: accommodation and safety conditions in Argentina might be deemed inferior to those in the United Kingdom.

We, including our sales representative in the United Kingdom, and all our staff and collaborators in Argentina, shall do our best to make any necessary arrangements to guarantee that everything, including all services during your riding holiday, transport, and all related connections be executed without any inconvenient. However, this shall not be always possible to guarantee due to flight cancellations, weather conditions, mechanical failures, or any other unpredictable circumstances which might appear, not entitling the holder of this contract to claim for any compensation or reimbursement for the services not being rendered; yet, by being Ampascachi a company which directly provides its services, we are likely to satisfactorily find a solution to any delay in transfers, or any other inconvenient which might cause your dissatisfaction with our service.

23. Jurisdiction

This contract with Ampascachi and any matter arising from this shall be governed by the English Law, and both parties shall be irrevocably submitted to the jurisdiction of the courts in London, United Kingdom.