

TERMS & CONDITIONS

1. Booking and Confirmation

To request a place, please email info@canterlust.com with your details, riding experience, and preferred room type.

A minimum of six (6) participants is required for the retreat to take place. Your place is not confirmed until you receive written confirmation from the Organiser.

Participants must wait for official confirmation before booking flights or making travel arrangements.

The retreat is limited to a minimum of six (6) and a maximum of eight (8) participants.

2. Booking Deadline and Minimum Participation Requirement

Bookings close on 1 May 2026 at 23:59 (local Finnish time).

If the minimum number of six (6) participants is not reached by this date, the Organiser reserves the right to cancel the retreat. In such case, participants will be informed promptly and no payment will be required.

The Organiser shall not be liable for any personal travel expenses incurred before official confirmation.

3. Payment Terms

No prepayment is required at the time of booking.

Full payment must be made via bank transfer on the day of arrival unless otherwise agreed in writing.

Failure to complete payment may result in refusal of participation.

4. Cancellation Policy (Participant)

- Free cancellation up to 50 days prior to the retreat start date.
- Cancellations made between 50 and 30 days prior to the retreat start date incur a 20% charge of the total retreat cost.
- Cancellations made less than 30 days prior to the retreat start date require payment of 100% of the retreat cost.

Cancellations must be submitted in writing via email.

Participants are responsible for ensuring their travel arrangements align with these cancellation timelines.

5. Cancellation or Modification by the Organiser

The Organiser reserves the right to cancel or modify the retreat in the event of:

- Insufficient participant numbers
- Severe weather conditions
- Illness or injury of key staff
- Horse illness or welfare concerns
- Force majeure events (including but not limited to natural disasters, government restrictions, strikes, or circumstances beyond reasonable control)

In such cases, participants will be informed promptly. As no prepayment is required, no refund shall be due. The Organiser shall not be liable for flights, accommodation, transport, or any other travel-related expenses incurred by participants.

6. Participation Requirements and Medical Fitness

Participants confirm that they:

- Are physically and mentally fit to participate in horse riding and archery activities
- Have disclosed any relevant medical conditions
- Accept the inherent risks associated with equestrian sports and outdoor activities

The Organiser reserves the right to refuse participation if a participant's condition presents a safety risk.

7. Safety and Conduct

All activities, including horse riding and archery, are undertaken at the participant's own risk.

Participants must:

- Follow all safety instructions given by staff or coach
- Respect horses, equipment, and other participants
- Act responsibly at all times

The Organiser reserves the right to remove any participant whose behaviour compromises safety, animal welfare, or group harmony. In such cases, no refund will be provided.

Horse allocation is determined daily by the coach based on safety, rider ability, and horse welfare considerations. Allocation decisions are final.

8. Riding Experience Requirement

This retreat is designed for riders with previous riding experience.

Participants must:

- Be comfortable and balanced at walk, trot, and canter
- Be confident riding without holding the reins
- Be able to control their horse independently in all gaits
- Be able to tack and untack their horse independently

No previous archery experience is required.

The Organiser reserves the right to refuse participation if a rider does not meet the required level for safety reasons.

9. Horse Welfare

Horse welfare is a priority. The Organiser reserves the right to modify riding sessions if necessary for the wellbeing of the horses.

10. Weight Limit

For horse welfare and safety reasons, the maximum rider weight for this retreat is **95 kg (including riding clothing and equipment)**.

Participants may be asked to confirm their weight at the time of booking.

The Organiser reserves the right to refuse participation if this limit is exceeded.

11. Travel Insurance

All participants must hold valid travel insurance covering:

- Horse riding activities
- Archery activities
- Personal injury
- Medical expenses
- Travel cancellation

Proof of insurance may be requested.

12. Meals and Dietary Requirements

Meals will be balanced and include seasonal ingredients. A vegetarian option is always available.

Participants with strict dietary requirements, severe allergies, or medical dietary restrictions must inform the Organiser in advance. The Organiser reserves the right to decline participation if requirements cannot be safely accommodated.

13. Alcohol Policy

No alcohol will be provided by the Organiser.

Participants may bring alcohol for personal consumption but are solely responsible for complying with Finnish law and maintaining safe behaviour.

14. Accommodation

Accommodation is included in the retreat price as described at the time of booking and on the "Pricing & Booking" page.

Room allocation is managed by the Organiser.

Participants are responsible for any damage caused to property during their stay.

15. Optional Transfers

Airport transfers may be arranged at an additional cost and must be requested in advance.

Transfer services are subject to availability and flight schedule compatibility. The Organiser is not responsible for delays caused by third-party transport providers.

16. Liability

Participation is voluntary. Horse riding and archery involve inherent risks, including risk of serious injury.

To the maximum extent permitted under Finnish law, the Organiser shall not be liable for personal injury, loss, damage, delay, or expenses arising from participation in the retreat, except where caused by gross negligence or willful misconduct.

Participants are responsible for their personal belongings.

A separate liability waiver may be required prior to participation.

17. Data Protection

Personal data collected for booking and participation purposes will be handled in accordance with applicable EU data protection regulations (GDPR) and will not be shared with third parties without consent, except where required by law.

18. Governing Law

These Terms & Conditions are governed by Finnish law. Any disputes arising from participation in the retreat shall be subject to the jurisdiction of Finnish courts.