

# VIVA IBERICA - BOOKING FORM

Riding Holidays in Spain - Year 2010 Please complete & return pages 1 - 6 (as appropriate)

Apartado de Correos 74, 02500 - TOBARRA, (Albacete), Spain  
Tel: +(34) 666262243 E-mail: info@viva-iberica.com Website: www.viva-iberica.com

Name (first named person) \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

E-mail \_\_\_\_\_ Tel : \_\_\_\_\_

## ARRIVAL DETAILS

Arrival date (Saturday) \_\_\_\_\_ Other date \_\_\_\_\_

Airport \_\_\_\_\_ Arrival time \_\_\_\_\_

Carrier (airline) \_\_\_\_\_ Flight number \_\_\_\_\_

## DEPARTURE DETAILS

Departure date (Saturday) \_\_\_\_\_ Other date \_\_\_\_\_

Airport \_\_\_\_\_ Carrier (airline) \_\_\_\_\_

Flight **Check In** Time \_\_\_\_\_ Flight number \_\_\_\_\_  
(Usually 2 hours prior to flight)

## AIRPORT COLLECTION & RETURN

**Collections:** We will collect you at Arrivals. Alicante and Murcia (St Javier) airports usually mid to late morning. If you have an afternoon flight please try to make your arrival no later than 18.00

If you arrive on later flights and miss our normal collection time you may miss your first evening 'welcome' meal (although snacks are available). Special or late collection may attract a 70 Euro surcharge.

**Returns:** We normally return you to Alicante and Murcia airports in the morning.

We may be able to alter collection and/or return times if more convenient for you, depending on bookings, and will confirm collection and return times before you leave for your holiday.

Should there be any problems in finding you at the airport, or any unforeseen delay in your collection, could you please provide a **mobile telephone contact number** for you or a member of your party:

\_\_\_\_\_

## ACCOMMODATION DETAILS

Hotel Option 1 (Hellin)  
Total number of guests \_\_\_\_\_ No. single rooms \_\_\_\_\_ No. twin rooms \_\_\_\_\_ Under 10 sharing \_\_\_\_\_

Hotel Option 2 (Emilio)  
Total number of guests \_\_\_\_\_ No. single rooms \_\_\_\_\_ No. twin rooms \_\_\_\_\_ Under 10 sharing \_\_\_\_\_

<b>One week fully inclusive holidays 7 Nights plus 5½ days riding</b>	Option, i.e. A, B, C etc.	Cost per person	No. of Persons	Cost x number of Persons
Option A, B, C , D or E in Hotel Hellin		1050 Euros		Euros
Option A, B, C, D or E in Hotel Emilio		1140 Euros		Euros
Holiday Option F in Hotel Hellin		795 Euros		Euros
Holiday Option F in Hotel Emilio		890 Euros		Euros
Holiday Option G in Hotel Hellin		750 Euros		Euros
Holiday Option G in Hotel Emilio		850 Euros		Euros
<b>Supplements/Discounts - if applicable</b>				
Single person supplement Hotel Hellin, add:		98 Euros		Euros
Single person supplement Hotel Emilio, add:		110 Euros		Euros
Classical Riding - Intensive - Options B & D - add:		70 Euros		Euros
Classical Riding - Intensive - Option E - add:		140 Euros		Euros
Outside hours airport collection per booking, add:		50 euros		
<b>Discount</b> 70 Euros per person for 2nd week				- Euros
<b>Discount</b> 130 Euros for under 10 yr old 3rd occupancy in twin room with parent/guardian				- Euros
<b>TOTAL HOLIDAY COST (Including any applicable Supplements or Discounts)</b>				<b>Euros</b>

<b>3 Nights plus 2 days riding Fully inclusive holidays</b>	Option choice, i.e. A, B, C etc.	Per person 2 days riding	No. of Persons	Cost x number of Persons
Option A, B, C , D or E in Hotel Hellin		480 Euros		Euros
Option A, B, C, D or E in Hotel Emilio		515 Euros		Euros
Holiday Option F in Hotel Hellin		430 Euros		Euros
Holiday Option F in Hotel Emilio		470 Euros		Euros
Holiday Option G in Hotel Hellin		350 Euros		Euros
Holiday Option G in Hotel Emilio		395 Euros		Euros
<b>Extra half day riding (if your flight times allow)</b>		50 Euros		Euros
<b>Supplements/Discounts - if applicable</b>				
Single person supplement Hotel Hellin, add:		42 Euros		Euros
Single person supplement Hotel Emilio, add:		48 Euros		Euros
Classical Riding - Intensive - Options B & D - add:		25 Euros		Euros
Classical Riding - Intensive - Option E - add:		50 Euros		Euros
Outside hours airport collection per booking, add:		50 euros		
Under 10 yr old 3rd occupancy discount 50 euros				Euros
<b>TOTAL HOLIDAY COST (Including any applicable Supplements or Discounts)</b>				<b>Euros</b>

<b>4 Nights &amp; 3 days riding Fully inclusive holidays</b>	Option choice, i.e. A, B, C etc.	Per person 3 days riding	No. of Persons	Cost x number of Persons
Option A, B, C, D or E in Hotel Hellin		628 Euros		Euros
Option A, B, C, D or E in Hotel Emilio		680 Euros		Euros
Holiday Option F in Hotel Hellin		550 Euros		Euros
Holiday Option F in Hotel Emilio		598 Euros		Euros
Holiday Option G in Hotel Hellin		468 Euros		Euros
Holiday Option G in Hotel Emilio		525 Euros		Euros
<b>Extra half day riding</b> (if your flight times allow)		50 Euros		Euros
<b>Supplements/Discounts - if applicable</b>				
Single person supplement Hotel Hellin, add:		56 Euros		Euros
Single person supplement Hotel Emilio, add:		63 Euros		Euros
Classical Riding - Intensive - Options B & D - add:		40 Euros		Euros
Classical Riding - Intensive - Option E - add:		80 Euros		Euros
Under 10 yr old 3rd occupancy discount 70 euros				Euros
Outside hours airport collection per booking, add:		50 Euros		Euros
<b>TOTAL HOLIDAY COST (Including any applicable Supplements or Discounts)</b>				<b>Euros</b>

<b>DAY VISITORS Daily / Hourly riding / Walking</b>		Number of days	Number of people	Cost = people x days
1 hour in riding school	30 Euros			
1 hour in school one-to-one 1 intensive	50 Euros			
1 hour riding in the country	35 Euros			
2 hours riding in the country	60 Euros			
3 hours riding in the country	75 Euros			
Carriage driving (school/country) per hour	40 Euros			
Full day riding, includes lunch/drinks	95 Euros			
Full day intensive riding inc lunch/drinks	130 Euros			
Work in hand or longrein (approx 30 min)	25 Euros			

For riders taking holiday options BD, E ... you can indicate below your preferred options.

Classical Equitation	Doma Vaquera	Riding with the garrocha	Carriage Driving
Work in hand	Long reining	Handling colts/stallions	Handling/starting youngstock
In-hand showing	Other:		

**We can accept payment by PayPal/Credit/Debit Card or by Bank Transfer.**

1. If you choose to pay by PayPal/Credit/Debit card:  
PayPal will send directly to you a secure payment request for your deposit once we have received and acknowledged your booking. PayPal will then send you a further payment request when the full balance becomes due.
2. If you choose to pay by bank transfer:  
We will send you bank details so you can make your payment directly through your bank.

Please ensure we receive full and final payment at least 21 days prior to your holiday (late bookings, if available, excepted).

**Booking (more than 21 days prior to holiday).**

I wish to pay 10% deposit of: \_\_\_\_\_

**Booking less than 21 days prior to the holiday.**

I wish to pay the full amount of: \_\_\_\_\_

Preferred payment method:

PayPal/Credit/Debit Card       Bank Transfer

Name \_\_\_\_\_

Date \_\_\_\_\_      Signed \_\_\_\_\_

To make a booking please contact us to check availability, then complete this form, signed by the first named person, who must be at least 18 years of age (a parent or guardian must sign on behalf of an person booking under the age of 18).

**In signing the booking form you warrant that you have the authority to accept, and are accepting on behalf of all of your party, the terms of the Booking Conditions March 2010 and this booking form and that you and any/all other members of your party have read and clearly understand and accept the terms therein.**

The first named person will be responsible for payments in respect of the holiday. A contract will exist once Viva Iberica issues Booking Confirmation & Invoice, following the receipt of the completed booking form and your remittance.

Please check the Holiday Booking Confirmation when you receive it and inform us immediately if any details appear to be incorrect.

## Rider Information (non-riders please complete next page)

This information assists us to assess which of our horses may be most suited for you and what pace the rides are likely to take.

<b>Rider 1</b> - Name:		
Address:		
Age (over 18 - optional):	Height:	Weight:
Vegetarian or special diet:		
Preference; Spanish/English food:		
Riding experience:		

<b>Rider 2</b> - Name:		
Address:		
Age (over 18 - optional):	Height:	Weight:
Vegetarian or special diet:		
Preference; Spanish/English food:		
Riding experience:		

<b>Rider 3</b> - Name:		
Address:		
Age (over 18 - optional):	Height:	Weight:
Vegetarian or special diet:		
Preference; Spanish/English food:		
Riding experience:		

<b>Rider 4</b> - Name:		
Address:		
Age (over 18 - optional):	Height:	Weight:
Vegetarian or special diet:		
Preference; Spanish/English food:		
Riding experience:		

## Non-rider's information

<b>Non-rider 1</b> - Name:
Address:
Vegetarian or special diet:
Preference; Spanish/English food:

<b>Non-rider 2</b> - Name:
Address:
Vegetarian or special diet:
Preference; Spanish/English food:

<b>Non-rider 3</b> - Name:
Address:
Vegetarian or special diet:
Preference; Spanish/English food:

<b>Non-rider 4</b> - Name:
Address:
Vegetarian or special diet:
Preference, Spanish/English food:

**Any special requests/comments:**

# Booking Conditions March 2010

## Your Contract

To make a booking first check the availability of your holiday then complete the booking form (pages 1 to 5 inclusive), which must be signed by the first named person, who must be at least 18 years of age (a parent or guardian must sign on behalf of a person booking under the age of 18). In signing the booking form you warrant that you have the authority to accept, and are accepting on behalf of all of your party, the terms of these booking conditions. The first named person will be responsible for payments in respect of the holiday. A contract will exist once Viva Iberica issues the confirmation invoice. This contract is made on the terms of these booking conditions which are governed by English law and in the unlikely event of any dispute between us both parties agree to submit to the jurisdiction of the Courts of England and Wales.

## Payment

In order to confirm your holiday booking a deposit of 10% of the total holiday price, which is non refundable, must be paid and is accepted as part of the total price.

The balance of the total holiday price must be received by us not less than 21 days before the start date of your holiday.

We reserve the right to treat your holiday as cancelled by you and reserve the right to re-book a holiday with another client should the balance not be paid at least 21 days before the holiday.

**If your booking is made and accepted within 21 days of the start of your holiday full payment of the total cost of the holiday is required at the time of booking.** If you book by telephone or e-mail the completed booking form and appropriate payment must be received by us within 14 days, otherwise we reserve the right to cancel the reservation.

## Late Bookings

We will take late bookings when holidays are available. If payment is made within 2 weeks of the start of the holiday we may require payment in cleared funds.

## The Cost of your Holiday

Once your holiday is booked and we have issued our confirmation invoice we will not increase the price of your holiday. We reserve the right to change the prices of unsold holidays at any time.

## Cancellation by You

Should you or any member of your party need to cancel your holiday once it has been confirmed, the person who signed the booking form must notify us in writing by recorded delivery post and can only be effective when received by us at; Apartado de Correos 74, 02500-TOBARRA, (Albacete), España. If we receive cancellation less than 6 weeks before the start of your holiday the following charges will be payable per person cancelling:

41 - 29 days	30%
29 - 14 days	50%
Less than 14 days	90%
On or after due arrival date	100%

If you or any member of your party is/are prevented from travelling the person(s) can transfer their holiday to someone else, introduced by you, providing you notify us in writing on a separate booking form not less than 7 days before the start of the holiday. However we reserve the right to decline them as an alternative client if we feel their riding ability is not suitable or their personal requirements are too difficult for us to provide within the time available, in which case you will be liable for the cancellation charges as set out above.

## Your Rights if we Cancel

In the unlikely event that we have to cancel or withdraw your holiday we will inform you without delay and offer you either an alternative holiday date with a 10% discount on the total cost, or a full refund of all monies paid, whichever you prefer, upon which all liability to you shall cease and we will not be held liable for costs or expenses you may have incurred due to any cancellation or withdrawal. Note that we shall not be liable to refund you should the prompt performance of our contractual obligations be prevented or affected by reasons or circumstances amounting to Force Majeure, which means any event which we could not prevent or avoid even with due care, such as war, threat of war, riot, civil strife, government action, terrorist activity, industrial dispute, natural or nuclear disaster, fire, adverse weather conditions, or other events outside our control. However, in such events we shall endeavour to refund your payment less our reasonable expenses and overhead costs for arranging your holiday.

## Insurance

Whilst we have insurance, it is an essential condition of the contract between us that all members of the holiday group have adequate insurance for the full duration of the holiday to cover cancellation or curtailment, personal injury, medical expenses, death, repatriation, personal effects and currency. You should be certain to inform your insurers that the holiday involves equestrian activities, or mountain biking if you are non-rider choosing this option. Insurance is inexpensive, see examples on our 'links' page. We offer some storage facilities for personal items at the centre but can not be held responsible for loss, theft or damage.

## **Riding (or mountain biking) Safety**

You must wear suitable clothing. The centre has some headgear but you are advised to bring your own approved riding/biking hat as we can not guarantee to be able to provide suitable headgear. If you choose to ride, handle horses or bike without a hard hat you do so entirely at your own risk and are, or have authorised the person signing the booking form, to accept these terms unconditionally.

**As an essential condition of the contract between us you acknowledge that there are inherent risks involved in handling, riding or being in the vicinity of horses and confirm that you are fully aware and accept these.**

While in the vicinity of or riding the horses it is your responsibility to behave in a suitable and safe manner at all times and comply with the advice and instructions of any person in charge of the ride or the riding school/centre.

We do our best to assess riders and you must accept that the selection of suitable horses and activities is at our discretion.

## **Horse Riding Ability & Itinerary**

To avoid any unnecessary risk we must reserve the right to modify the holiday of any rider who in our opinion proves unsuitable for the ride or horse chosen. Such action may be necessary not only for the safety of the rider, horse and other riders and horses, but for the enjoyment of others on their holiday.

If local conditions, such as bad weather, dictate a change in the proposed itinerary the decision of the person in charge of the ride, must be accepted and no refund will be offered in these exceptional circumstances.

If circumstances change beyond our control we reserve the right to substitute a different vehicle for the minibus as advertised.

## **Special Diet, Facilities or Medical Problems**

If you have any special requests please clearly write these on your booking form. We do our best to provide the special diet or facility you need but can not guarantee that we will always be able to do so. We regret we can not accept any conditional bookings, i.e. any bookings specified to be conditional on the fulfilment of a particular request.

If you have any medical problem or disability which may affect your booking arrangements you must advise us at the time of booking.

If we feel unable to properly accommodate your needs we must reserve the right to decline or cancel your booking.

## **Medical and Health Facilities**

There are doctors, dentists, opticians and 24 hour emergency facilities at both Tobarra and Hellin.

We recommend you bring with you a Form E111 if travelling from the UK.

## **Our Liability to You**

We promise to make sure that the holiday arrangements we have agreed to make are performed or provided with reasonable skill and care and accept responsibility for ensuring that the accommodation, meals, equestrian activities and transport we have agreed to provide are properly performed. It is our mission statement that we and our staff will do our best to provide you with as enjoyable a holiday as is reasonable within your booking arrangements.

We can not accept responsibility for any services which do not form part of our contract, for example additional services or facilities which your hotel or any other supplier agrees to provide you where the services are not part of your agreed holiday package and/or we have not agreed to arrange them. We can not accept any liability for any failure to perform if improper performance was due to your own acts and/or omissions, acts and/or omissions of third parties not connected with the provision of your arrangements and events which could not have been foreseen or forestalled even with due care. We accept no liability for your travel arrangements or delays due to travel, provision of suitable riding wear, car hire, insurance or travel documents. We accept no liability for injury, damage, loss, vexation, distress, disappointment, inconvenience or irregularity suffered by you or any member of your party unless and to the extent that the same has been proved to have been caused by our negligence. Luggage, valuables, cash, documents and other personal effects at all times are at the risk of you and/or the members of your party, unless and to the extent that the loss or damage is proved to have been caused by our negligence.

## **The Liability of any Agent**

An Agent making the booking acts only as a reservations agent making bookings on behalf of you with us. The Agent accepts responsibility for arranging with due care and diligence any reservations for a holiday with us but can not accept liability due to any failure or shortcomings in respect of the holiday, or any loss, damage or injury arising out of omission of third parties, or cancellation of the holiday in circumstances beyond their control. An Agent shall not be liable for breach of contract or any unintentional or careless acts or omissions by us which result in loss, damage, delay or injury to the client. The Agent does not guarantee any of our rates, bookings or reservations. Your signed and completed booking form shall constitute a consent of this agreement and an agreement to convey the contents hereof to all the parties entered on the booking form.

## **Your Responsibilities**

Bookings are accepted on the understanding that the booking form has been completed in an honest manner and that all riders are in normal good health and able to fulfil the physical demands of the chosen holiday.

It is your responsibility that you are in possession of all necessary travel and health documents before departure.

You agree that you and all members of your party have consideration for other people at all times and conduct yourselves in a courteous and sensible manner.

You agree by completing your booking form that you and all of your party have read, understand and are bound by these booking conditions.

## **Accuracy**

We make every effort to ensure accuracy in our promotional literature, website and prices. Regrettably errors do occasionally occur. Please therefore check all details and prices with us at the time of booking.

## **Complaints or Problems**

We sincerely hope you will enjoy your holiday with us, however, if you have any problem or concern please speak to a senior member of staff so that help can be given as soon as possible.