

General Terms and Conditions

The website <https://www.donana-rutas-caballo.com> is managed by the company CENTRAL DE RESERVAS COSTA DEL SOL, S.L. with CIF: B-92510254 with registered office at C/ Murillo Bracho 3 - 29620 Torremolinos – Málaga, License title: AN-29848-3, C.I.A.N.: 29848-3, registered in the Málaga Mercantile Registry, Volume 3469, Book 2381, Folio 163, Page MA-67910, Entry. 1 of 17.02.04 Wholesale-Retail Travel Agency.

ONLINE BOOKING

When you make a reservation for a specific date on the website, you will be asked for all the necessary personal information (name and/or surname and email, etc.) to make the reservation.

PAY

The reservation is paid instantly by credit card on our website. To make the payment, you will leave our website by entering the secure page of our bank, making the payment through a secure line. It is here and only here that you must enter your credit card details. Once payment is made, the reservation will be confirmed.

CANCELLATION POLICY

Routes booked:

If you wish to cancel your reservation, you must send an email to the following address: info@donana-rutas-caballo.com, indicating the name, reservation number and reservation date.

The amount will be refunded according to the following rules:

- If the booking is cancelled more than 24 hours before the date of the visit, 70% of the payment made will be refunded.
- If the booking is cancelled less than 24 hours before the date of the visit, you will not be entitled to any refund.
- In the event that the Equestrian Center suspends the start due to adverse weather conditions (rain or excessively strong wind) the date may be changed to any other within the period of one year.

Gift vouchers: There are no refunds.

If you have redeemed your gift voucher and need to change the scheduled date of your visit:

- If it is more than 24 hours in advance of the visit date, you can change it once to another date within the following 3 months.
- If it is less than 24 hours before the visit date, the date cannot be changed.