

Tamborine Mountain Trail Rides – Terms & Conditions

1. Minimum age for trail rides is 6 years, children are required to be at least 10 years for the 2 hour ride.
2. Maximum weight of riders is strictly 95kg.
3. Bookings are essential to avoid disappointment. A deposit of 50% is required on booking. Deposits are not refundable but may be transferred to another day upon at least 24 hours notice of cancellation being given. Less than 24 hours notice may result in deposits being forfeited.
4. If you are more than 30 minutes late for your scheduled ride your deposit may be forfeited.
5. All riders must wear a current Australian Safety Standard helmet and riding boots. These are supplied and included in the cost of your ride.
6. All riders are required to read and sign a waiver form.
7. Vouchers are regarded as redeemed upon booking. Cancellation with less than 24 hours notice will result in the voucher being forfeited.
8. Trotting and cantering is permitted at the discretion of the trail leader. This will depend on the competency and experience of the riders in the group and the condition of the trail.
9. Once you have paid for your ride and mounted the horse there will be no refund should you change your mind.
10. Please arrive at the specified time. You do not need to arrive earlier but please be considerate of other people riding in your group and do not be late.

REFUND POLICY

Should YOU need to postpone or cancel your ride, we require at least 24 hours notice or your deposit is forfeited. Should WE have to postpone or cancel the ride due to weather conditions, your ride will be rescheduled to the next available day or if you are unable to reschedule we will refund your deposit in full.