



SANDY BAY HORSES

Your booking with Sandy Bay Horses

Status: **CONFIRMED**

BOOKING TERMS AND CONDITIONS: [REFUND POLICY](#)

A guide and horse is ready for you and we have turned away other people in your place. We are sure you understand why we adhere to the following booking policy;

For trail rides: Stream Valley/Valley to Bay View/Secluded Beach Trail/Top Ride/Full Day Ride & Swim

- 80% REFUND OVER 2 WEEKS OUT FROM YOUR BOOKING DATE
- 50% REFUND 1-2 WEEKS OUT FROM YOUR BOOKING DATE
- 0% REFUND LESS THAN 48HRS FROM YOUR BOOKING DATE

For the 2-3 person 2 day Idyllic Getaway, we require a deposit of 35%.

This deposit is non-refundable if cancelled between 21-40 days from your arrival date. The remainder of the payment is required 21 days before your arrival and this is non-refundable.

All riders will require payment if one or more people are missing there are no refunds *genuine cases will be considered.

If you are greater than 20min late from your arrival time you may have to re-book (no-refunds) plus a 25% cancellation fee. The final decision is at the discretion of your guide.

95kg weight restriction applies/ We reserve the right to exclude customers if they overly exceed this and the full charge will apply. (Scales onsite)

By confirming with Sandy Bay Horses you have agreed to all of these terms.

LOCATION

GPS - 5 McAuslin Road, Matapouri (near Sandy Bay Beach), approx. 35kms from Whangarei.

IMPORTANT

Check your initial booking request email and read carefully to ensure you arrive on the correct date, time & trail ride.

WEATHER

BAD= HEAVY RAIN/over 30 Knots wind we will cancel with full refund (at our discretion) or reschedule if possible, I will contact you on your EMAIL/PHONE one night prior. All treks go ahead in light showers/rain. We do not go in very bad weather. For the 2 day Idyllic Getaway, emails regarding weather updates will be sent one week out from your tour date.

THANK YOU

Thank you for your booking and interest in riding our beautiful sandy bay horses!
We take the utmost care to make your experience enjoyable, and don't forget to follow us on Insta: sandybayhorsetrails for all updates on your fav horse!

Kind Regards,
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Owner/Operator

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