

Policy and Procedure Page

10 Step Procedure:

Step 1) Check for available weekend on the "Accommodation" page

Step 2) Request an Appointment/Weekend on the "Western Adventure Package" page

Step 3) Receive confirmation from us that the weekend is available for booking and not full

Step 4) Receive PayPal invoice from us via email for first payment

Step 5) Follow invoice instructions and pay 25% down

Step 6) You will receive a second invoice 60 days before your trip via snail mail

Step 7) Print and sign all required forms on the "Policy and Paperwork" page (These legal documents MUST be sent in with your Second payment)

Step 8) Send check, money order or USD traveler checks and ALL signed documents via "Certified Mail" or UPS or Federal Express. All payments and papers must be complete and in the office no later than 30 days before your ride.

Step 9) Prepare for your trip

Step 10) Arrive and enjoy the ride!

Client Payment Schedule:

30% payment at booking

70% payment 60-30 days prior to ride

29 days or less: Reservation will be canceled if full payment has not been received

Paperwork Schedule:

At booking print Paypal receipt

Upon receiving second invoice –

Print, sign & mail legal papers with payments

Please Initial that you have read this:

Western Adventure Trips:

Horseback riding is classified as a "RUGGED ADVENTURE RECREATIONAL SPORT ACTIVITY." Therefore, we reserve the right to refuse service to anyone for any reason deemed appropriate for the safety of our guests, staff, or property. We further reserve the right to alter and modify a ride due to bad weather, or unsafe conditions. A FULL refund is given or alternative date offered if we must cancel a ride.

Reservations are guaranteed 100% upon receiving payments in full (1st & 2nd deposit) PLUS signed document forms. We maintain a strict 30-day cancellation policy and may be reached at 530-283-0844. **This means you must give a minimum 30-day's notice before your scheduled trip in order to cancel and receive a full refund less 30% on your credit card or PayPal account. Should you cancel 29 days or less prior to reservation time and date, your credit card will be charged the full amount, AND/OR you will be given a twelve (12) month credit for a comparable ride at current prices with the Howard Family Ranch.**

Please call us at 530-283-0844 if you have any questions or e-mail us at: L1330@sbcglobal.net

Q: Cancellation policy?

A: We have a strict 30-day cancellation policy. Once the trip is paid in full, 70% can be refunded with cancellations made 30 days before the trip. If a client cancels 29 days or less or is a no show, they forfeit the entire amount paid. No cash refunds are available. However, they can reschedule their trip for a later date.

Q: Airport policy?

A: If the rider is flying in and wants to be picked up at the Reno airport or Gansner airfield, it is the riders' responsibility to ensure they are in the correct pick-up locations at the correct time. Duration of rides, along with pick up and drop off times, are approximate. Please call 530-283-0844 and speak to one of our agents the moment your plane lands and for other itinerary changes.