

Ride & Seek Booking Information

Introduction

- Please ensure that you have read this section and the Terms & Conditions below before making a booking.
- Please contact Ride & Seek on 07776 114539 or Scudamore's on 01223 359750 if you have any queries.

Booking method

- We accept bookings online, by email, by phone, by fax and by post.

Confirmation of bookings

- All bookings are subject to availability.

Booking rates

- All rates quoted are correct at the time of publication and may be subject to alteration without prior notice.
- All rates quoted include VAT charged at the current rate, where applicable.

Restrictions

- Minimum age: 14 years old. Maximum height: 1.87m (6' 2"). Maximum weight: 108kg (17 stone).
- A general level of fitness is required in order to ride and you are required to inform us of any relevant medical condition (e.g. any condition affecting balance). This activity is unsuitable for people wearing pacemakers.

Disabled access

- We are committed to ensuring that the widest range of people can access our tours, but please note that pillion riders must also be able to touch the rear foot pegs so that their riding position is stable.
- Please contact us for further information and to discuss your specific requirements.

Dress Code

- It is advisable to wear warm leisure clothes and flat shoes/boots.
- Jacket, gloves and helmet are provided.

Booking Terms & Conditions

Minimum notice periods

- Making a booking: 48 Hours. Phone or email bookings may sometimes be accepted at less notice, but may be subject to surcharges.
- Altering a booking: 48 hours prior to the booking.
- Cancelling a booking: 48 hours prior to the booking. For a refund of any monies paid minus £50. We cannot offer refunds after this time, except in the case of bad weather or dangerous conditions.

Payment

- Bookings of less than £300: We require full payment to secure the booking.
- Bookings of more than £300: We require a deposit of 50% of the full value with the balance payable two weeks before the booking. We accept cheques and most major cards (not Amex or Diners Club).

Late arrival

- We can only guarantee to provide the full service as booked for 15 minutes beyond the booked time. Late arrival may lead to further delay or to a reduced length of booking.
- If you are going to be delayed please notify us as soon as possible, so that we can try to reschedule your booking.

Non-appearance

- Any person failing to show up without giving prior notice will be deemed to have taken their booking and will not be eligible for a refund.

Bad weather causing you to cancel

- We will refund any monies paid minus £50.
- Our decision is final as to what constitutes bad weather.

Dangerous conditions forcing us to cancel

- We will refund any monies paid minus £50.
- Our decision is final as to what constitutes dangerous conditions, such as flooding or high winds.

Refunds

- Refunds are at the discretion of Ride & Seek and Scudamore's management.