



# General Terms and Conditions (GTC) – Cora's House & Horses

Version: 17.03.2026

## 1. Scope of Application

These General Terms and Conditions apply to all bookings of accommodation, riding activities, and other services offered by Cora's House & Horses. By making a booking, the guest accepts these GTC as an integral part of the contract.

## 2. Conclusion of Contract

A contract is concluded once the guest submits a booking request by email, form, or verbally and we confirm the booking in writing (by email). Upon confirmation, these GTC are deemed accepted.

## 3. Payment Terms

To secure a booking, a deposit equal to one night's accommodation is required. The remaining balance is due upon arrival unless otherwise agreed. Payments may be made in cash (ISK, EUR, or USD) or by bank transfer. Proof of payment must be provided for bank transfers.

## 4. Cancellation Policy for Riding Activities (by the Guest)

Riding tours and horse-related activities require individual planning, suitable horses, and qualified staff. Up to 7 days before the scheduled riding date, cancellation or rescheduling is free of charge. From 7 to 3 days before the riding date, 50% of the price will be charged. Less than 3 days before the riding date or in case of no-show, 100% of the price will be charged.

## 5. Cancellation Policy for Accommodation (by the Guest)

Up to 14 days before arrival, cancellation is free of charge. From 14 to 3 days before arrival, 50% of the price will be charged. Less than 3 days before arrival or in case of no-show, 100% of the price will be charged.

## **6. Cancellation of Riding Activities by Us**

If a riding activity must be cancelled for reasons beyond our control (e.g. weather conditions, safety concerns, illness of a horse, or animal welfare considerations), we will attempt to offer an alternative date. If no alternative date is possible, a value voucher of the corresponding amount will be issued. Refunds are excluded.

## **7. Cancellation of Accommodation by Us**

If we are forced to cancel an accommodation booking due to unavoidable or unforeseen circumstances, we will refund 100% of all payments already made. No further claims shall arise.

## **8. Participation in Riding Activities – Safety & Responsibility**

Participation in riding activities is at the guest's own risk. The guest is aware that handling horses and riding involve an increased risk of injury, that activities take place in natural environments, and that weather, ground, and environmental conditions may vary. Instructions given by staff must be followed at all times. Failure to comply with safety instructions may result in exclusion from the activity without refund.

## **9. Liability**

Cora's House & Horses is liable only for damages caused by intent or gross negligence. No liability is assumed for accidents, injuries, or damages during riding activities, weather-related impairments, force majeure or natural events, or loss or damage of personal belongings. Liability for slight negligence is excluded to the extent permitted by law.

## **10. Requirements for Participation in Riding Activities**

The guest confirms that they are physically fit to participate in riding activities. Any existing health conditions must be communicated in advance. Depending on the activity, minimum age or riding experience may be required and will be communicated in advance. The weight limit is 90 kg (198 lbs). For safety reasons, accurate body weight information is required. In case of intentionally incorrect information, we reserve the right to exclude participants from the activity. In such cases, no refund will be granted.

## **11. Check-in / Check-out**

Check-in: 3:00 pm – 7:00 pm. Check-out: by 11:00 am. Deviations are only possible by prior arrangement.

## **12. Accommodation – Condition at Departure**

The accommodation must be left in a broom-clean condition upon departure.

This includes in particular:

- removal of excessive dirt

- washing and putting away used dishes
- disposal of waste in the designated bins
- removal of personal belongings
- food brought by the guest may remain in the accommodation

Further cleaning (e.g. mopping floors or cleaning windows or bathrooms) is not required.

In the event of excessive or unusual soiling, additional cleaning costs may be charged.

### **13. Conduct & House Rules**

Guests are required to treat animals, staff, other guests, and the property of the business with respect. In cases of serious misconduct, we reserve the right to terminate the stay or participation in activities early without refund.

### **14. Data Protection**

Personal data is processed solely for the purpose of booking administration and will not be shared with third parties unless legally required. Further information can be found in our [Privacy Policy](#).

### **15. Final Provisions**

Should individual provisions of these GTC be wholly or partially invalid, the validity of the remaining provisions shall remain unaffected. The law of the Republic of Iceland applies. Place of jurisdiction is Iceland, where legally permissible. In case of discrepancies between the German and English versions, the English version shall prevail.

### **16. Vouchers**

Our value vouchers may be flexibly redeemed for riding tours and accommodation and will be credited against the applicable price. Vouchers are always issued at their full nominal value, even if purchased at a discount or as part of a promotion. Vouchers are valid for an unlimited period as long as Cora's House & Horses continues to operate. Upon permanent closure of the business, all vouchers lose their validity; no further claims, in particular for refunds or compensation, shall arise. Cancellation or cash redemption of vouchers is excluded. Vouchers are transferable but can only be redeemed once. Redemption requires

prior booking and is subject to availability. The cancellation policies of these GTC apply to bookings made with vouchers. No replacement is provided for lost, stolen, or damaged vouchers. If the voucher value does not cover the full price of the booked service, the difference must be paid in accordance with the payment terms