

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

Version: 26.10.2026

1. Scope of Application

These General Terms and Conditions apply to all bookings of accommodation, riding activities, vouchers, 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, online form, booking platform, or verbally, and Cora’s House & Horses confirms the booking in writing, including by email.

Upon confirmation, these GTC shall be deemed accepted.

3. Prices, Taxes and Payment Terms

All published prices are subject to change prior to booking confirmation.

Confirmed bookings remain binding at the agreed price. However, Cora’s House & Horses reserves the right to pass on mandatory increases in taxes, governmental fees, or legally required charges introduced after the booking date.

To secure a booking, a deposit equal to one night’s accommodation may be required.

For riding activities, Cora's House & Horses reserves the right to require a deposit or partial prepayment in order to confirm the booking and secure operational planning, horses, and staff availability.

Unless otherwise agreed, the remaining balance is due no later than 7 days prior to arrival via the website or a payment link provided by Cora's House & Horses.

Accommodation

4. Accommodation Cancellation Policy – Flexible and Standard Rates

- Up to 7 days before arrival, cancellation is free of charge.
- From 7 to 3 days before arrival, 50% of the total booking price will be charged.
- Less than 3 days before arrival, or in the event of a no-show, 100% of the total booking price will be charged.

5. Accommodation Cancellation Policy – Non-Refundable Rates

Non-refundable bookings may be cancelled or modified free of charge within 24 hours after booking confirmation, provided the arrival date is more than 7 days away.

After this period, non-refundable bookings are strictly non-refundable.

6. Check-in and Check-out

- Check-in: from 4:00 pm
- Check-out: until 11:00 am

Early check-in or late check-out may be available upon prior agreement and subject to availability. Additional charges may apply.

7. Condition of Accommodation Upon 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, and
- removal of personal belongings.

Food brought by guests may remain in the accommodation.

Further cleaning, including mopping floors or cleaning bathrooms and windows, is not required.

In cases of excessive or unusual soiling, additional cleaning charges may apply.

8. Cancellation of Accommodation by the Provider

If Cora's House & Horses is required to cancel an accommodation booking due to unavoidable or unforeseen circumstances, all payments already received for the affected booking will be refunded in full.

No further claims or compensation shall arise.

Riding Activities

9. Participation Requirements

Participation in riding activities requires an appropriate physical condition.

Guests are required to inform Cora's House & Horses in advance of any health conditions, physical limitations, allergies, or other circumstances that may affect participation.

Depending on the activity, minimum age requirements or prior riding experience may apply and will be communicated in advance.

The maximum rider weight is 90 kg (198 lbs).

For safety and horse welfare reasons, guests must provide accurate body weight information. In cases of intentionally incorrect information, participation may be refused without refund.

10. Safety Instructions and Conduct

Participation in riding activities takes place at the guest's own risk.

Guests acknowledge that riding horses and participating in outdoor activities involve inherent risks associated with animals, uneven terrain, changing weather conditions, and natural environments.

All 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.

Guests with limited or no riding experience will receive a basic safety and riding introduction before the activity begins.

Guests may not feed animals or enter fenced areas without explicit permission from staff.

Electric fences are in operation throughout the property. Guests must avoid contact with fences and comply with all safety instructions.

11. Cancellation Policy for Riding Activities

- Up to 7 days before the scheduled activity date, cancellation or rescheduling is free of charge.
- From 7 to 3 days before the scheduled activity date, 50% of the total price will be charged.
- Less than 3 days before the scheduled activity date, or in the event of a no-show, 100% of the total price will be charged.

12. Cancellation of Riding Activities by the Provider

Riding activities may be cancelled, shortened, postponed, or modified where necessary due to weather conditions, safety concerns, veterinary considerations, horse welfare requirements, or other circumstances beyond the reasonable control of Cora’s House & Horses.

Where possible, an alternative date or activity will be offered.

If no suitable alternative can be arranged, a value voucher corresponding to the affected amount will be issued.

Cash refunds are excluded.

13. Exclusion from Participation

Cora’s House & Horses reserves the right to exclude guests from participation in riding activities where:

- safety instructions are not followed,
- a guest appears under the influence of alcohol or drugs,
- incorrect information relevant to participation has been provided, or
- participation would pose a risk to the guest, other participants, staff, or animals.

In such cases, no refund shall be granted.

Liability

14. Liability

Cora’s House & Horses shall be liable only for damages caused intentionally or through gross negligence.

To the extent permitted by applicable law, liability for slight negligence is excluded.

No liability is assumed for:

- accidents, injuries, or damages occurring during riding activities,
- weather-related disruptions or impairments,
- force majeure events or natural occurrences, or
- loss of or damage to personal belongings.

General Provisions

15. Conduct and House Rules

Guests are expected to treat staff, animals, other guests, and all property belonging to Cora’s House & Horses with respect and care.

In cases of serious misconduct, Cora’s House & Horses reserves the right to terminate accommodation stays or participation in activities without refund.

16. Vouchers

Value vouchers issued by Cora’s House & Horses may be redeemed for accommodation and riding activities, subject to availability.

Vouchers are issued in the purchased amount and are transferable, but may only be redeemed once.

Vouchers are valid for an unlimited period for as long as Cora's House & Horses continues business operations.

In the event of permanent closure of the business, all vouchers shall expire without entitlement to refund or compensation.

Cash redemption of vouchers is excluded.

The cancellation policies of these GTC also apply to bookings made using vouchers.

No replacement will be provided for lost, stolen, or damaged vouchers.

If the voucher value does not cover the total booking amount, the remaining balance must be paid in accordance with the applicable payment terms.

17. Data Protection

Personal data is processed solely for the purpose of booking administration and operational communication.

Personal data will not be shared with third parties unless required by law or necessary for booking fulfilment.

Further information is available in the Privacy Policy.

18. Severability Clause

Should individual provisions of these GTC be wholly or partially invalid or unenforceable, the validity of the remaining provisions shall remain unaffected.

19. Applicable Law and Jurisdiction

These GTC shall be governed exclusively by the laws of the Republic of Iceland.

To the extent legally permissible, the place of jurisdiction shall be Iceland.

In the event of discrepancies between language versions, the English version shall prevail.

20. Merchandise Orders

20.1 Products and Ordering Periods

Our merchandise, including T-shirts, sweaters and jackets, is offered through limited ordering periods rather than permanent stock.

All items feature our farm's logo and are ordered and produced in batches after the respective ordering period has closed.

Available products, sizes, colors, prices and ordering deadlines are displayed on our website.

20.2 Order Requests and Confirmation

Submitting the order request form on our website does not constitute a binding purchase.

After receiving your request, we will contact you by email with an order summary, the total price including applicable shipping charges, and payment instructions.

A binding purchase agreement is concluded only once you have expressly accepted our offer by email. Payment is then due according to the instructions provided.

20.3 Production and Delivery

Merchandise is ordered and produced after the relevant ordering period has closed.

Estimated delivery dates are provided on our website or in the order confirmation. These dates are estimates unless expressly agreed otherwise.

Orders are shipped from Germany. International shipping is available to eligible destinations.

Shipping charges will be communicated before the purchase agreement is concluded. Depending on the destination, additional import duties, customs clearance fees or import taxes may apply. Any such charges and the party responsible for them will be communicated as required by applicable law.

20.4 Right of Withdrawal and Returns

Consumers have a statutory right of withdrawal where provided by applicable consumer protection law, generally within 14 days of receiving the goods.

As our merchandise is produced in limited batches, we kindly ask customers to check their selected sizes, colors and quantities carefully before confirming their purchase.

We do not offer voluntary exchanges or returns beyond applicable statutory consumer rights.

Where legally permitted and disclosed before purchase, customers are responsible for the direct costs of returning goods when exercising their statutory right of withdrawal.

20.5 Incorrect or Defective Products

If you receive an incorrect, damaged or defective item, please contact us with your order details and, where possible, photographs of the issue.

Your statutory rights relating to defective or non-conforming goods remain unaffected.