FREE HORSES TRAVEL

TÜRSAB Certificate No: 10978

REFUND, CANCELLATION AND AMENDMENT TERMS

These Refund, Cancellation and Amendment Terms apply to tours, package tours, horseback tours, accommodation, transfers, activities and other travel services offered by FREE HORSES TRAVEL - TÜRSAB Certificate No: 10978 through its website, online payment system, bank transfer, cash payment, e-mail, telephone, WhatsApp, social media or other sales and communication channels.

A Participant who books and/or pays declares that they have read and accepted the purchased tour's program, scope, payment terms, physical requirements, safety conditions, cancellation, amendment and refund conditions.

1. BOOKING, DEPOSIT AND PAYMENT

Tours operate with limited capacity; accommodation, local services, transfers, allocation of horses and other operational arrangements are planned in advance according to participant numbers. To confirm a place, the notified deposit/advance must be paid in full within the specified period. The payment method does not alter the deadline.

If deposits, advances, instalments or other mandatory payments are not made on time, the booking is not confirmed or may be cancelled, and FREE HORSES TRAVEL may allocate the place to another participant. Non-recoverable third-party amounts already paid are non-refundable to the extent permitted by law. A deposit alone does not constitute final acceptance; all mandatory participation conditions must also be met on time.

2. CANCELLATIONS BY THE PARTICIPANT

Unless a different policy is expressly stated for the relevant tour: cancellation 60 days or more before start - 90% of the amount paid is refunded; 30-59 days - 50% of total tour price; 15-29 days - 25%; 14 days or less - no refund.

Prepaid and non-recoverable third-party costs for accommodation, local operators, horse farms, transfers, activities, reservations and similar services are deducted from refunds to the extent permitted by law.

3. FAILURE TO JOIN THE TOUR (NO-SHOW)

Failure to attend at the stated date, time and meeting point, obtain required travel/participation documents on time, or voluntarily join the program is treated as no-show. No refund is made for unused services. Costs of later catching up with the group are borne by the Participant.

4. VOLUNTARY WITHDRAWAL AFTER TOUR START

If the Participant voluntarily leaves after the tour starts or does not use included riding, accommodation, transfer, excursion, meal, activity or other services, no refund is made. Additional personal expenses are borne by the Participant.

5. PASSPORT, VISA AND TRAVEL DOCUMENTS

Unless otherwise stated in writing, timely procurement of passports, visas, transit visas, entry requirements and other personal travel documents is the Participant's responsibility. If participation is prevented by visa refusal/delay, insufficient passport validity, border refusal, denied entry or missing personal documents, these cancellation/refund provisions apply.

6. ADMISSION TO THE GROUP, PAYMENT AND TIMELY SUBMISSION OF MANDATORY DOCUMENTS

Final inclusion requires compliance with payment and document deadlines notified during booking. In particular, failure to pay deposits/instalments/balance on time, submit the required medical report at least 15 days before travel, or submit a valid Turkish Equestrian Federation riding licence at least 15 days before travel constitutes failure to meet requirements.

FREE HORSES TRAVEL may refuse to confirm or may cancel a booking and reallocate capacity when payments are late. For riding programs classed as extreme sports, missing medical reports/licences may prevent insurance from being issued and safety/competence from being verified; the Participant may therefore be excluded.

Failure to meet these obligations is considered attributable to the Participant. Resulting tickets, flight changes, accommodation, transfers, transportation and similar costs are borne by the Participant. Non-recoverable third-party costs already paid are non-refundable to the extent permitted by law.

7. AIR TICKETS, TRANSPORTATION AND RESPONSIBILITY FOR TOUR ADMISSION

Participants may join from different cities/countries. Unless expressly stated otherwise, FREE HORSES TRAVEL does not book or sell airline tickets and they are not included in the tour price. The Participant must arrange transportation to reach the starting point at the notified date/time.

FREE HORSES TRAVEL does not bear costs arising from airline cancellation/postponement, schedule/route changes, delays, missed connections, or the Participant's own cancellation/change.

Full compliance with Section 6 is a condition of final acceptance. Purchasing tickets, accommodation, transfers or transportation before meeting those conditions does not oblige FREE HORSES TRAVEL to admit the Participant.

If non-admission/cancellation results from the Participant's failure to meet obligations, ticket losses, new/change fees, accommodation, transfers, transportation, visa and personal costs are the Participant's responsibility, provided the situation is not caused by FREE HORSES TRAVEL's fault. Where FREE HORSES TRAVEL separately sells the ticket or expressly includes the flight in the package, special booking terms apply.

8. ELECTRONIC COMMUNICATION CHANNELS, BOOKING AND FINAL ACCEPTANCE

FREE HORSES TRAVEL may include prospective, booking-stage or confirmed participants in WhatsApp, e-mail or similar groups for organization and operational information.

Inclusion in a group/channel does not mean the booking is confirmed, payments are complete, mandatory documents accepted or final admission granted. Flight options/times, airline information, meeting points, hotels, transfers, routes and similar messages are informational unless expressly stated otherwise and do not alone constitute confirmation, final admission, a ticket-purchase instruction or purchase guarantee.

Final acceptance requires deposits, payments, medical reports, riding licences and other mandatory conditions, particularly Sections 1 and 6, to be completed on time. Group inclusion creates no vested participation right.

Purchasing flights, accommodation, transfers or other services before explicit final confirmation is the Participant's own choice and responsibility. The Participant should obtain explicit confirmation before such purchases.

If not admitted because of late payment, missing documents or other unmet conditions, prior group inclusion gives no right to participate or claim expenses. Final acceptance occurs only when FREE HORSES TRAVEL expressly confirms the booking and required conditions.

9. RIDING LEVEL AND PARTICIPANT DECLARATION

The Participant must accurately and completely declare riding experience and level. If the actual level is below that required, participation may be limited or stopped for safety. FREE HORSES TRAVEL, the tour leader, riding guide or authorized local provider may refuse participation if the level is inadequate or creates a serious safety risk.

10. SAFETY AND PROGRAM CHANGES ON HORSEBACK TOURS

Programs may include riding, mountain/off-road crossings, long-distance riding, horseback safari, hiking and similar outdoor/adventure activities. Safety of participants, guides and horses is always the priority.

Route, riding duration, horse, activity time or program order may be changed due to weather, rain, snow, storms, extreme heat, fire, floods, road/trail closure, terrain, horse health/welfare, local-authority decisions or safety assessments. Reasonable safety changes do not by themselves mean the tour is cancelled.

11. OBLIGATION TO COMPLY WITH SAFETY INSTRUCTIONS

The Participant must follow instructions of the tour leader, riding guide and authorized staff. Participation may be limited or stopped where conduct seriously endangers the Participant, others, staff or horses.

11/A. ALCOHOL, SUBSTANCES AND CONDITIONS THREATENING SAFETY

Because riding/outdoor activities are extreme sports involving high risks, Participants must take part with full physical and mental capacity.

Alcohol and Stimulant Prohibition: Participants found to have used alcohol, drugs or intoxicating/stimulant substances impairing reflexes before or during an activity, or to be under their influence, are immediately excluded from the activity.

Reasonable Suspicion and Assessment: If the tour leader or riding guide reasonably observes from conduct, speech, balance, smell or general behavior that a Participant may be under the influence or physically/mentally unsafe, the Participant may immediately be excluded from the activity or group for safety without requiring a medical test or official report.

Independence of Reason: Denial of alcohol/substance use does not alter the safety decision. The basis is inadequate balance, reflexes, perception or compliance with safety rules, regardless of whether caused by alcohol, substances, sleeplessness, illness or another reason.

11/B. GROUP ORDER, CONDUCT RULES AND UNILATERAL TERMINATION (REMOVAL FROM GROUP)

FREE HORSES TRAVEL undertakes to maintain peaceful, safe and orderly tours. Participants must comply with general standards of morality, courtesy and group order.

Unacceptable conduct includes verbal/physical violence, threats, insults, psychological pressure, harassment, discriminatory statements, or persistent behavior disrupting group peace, safety or operations toward other participants, leaders, guides, local people or staff.

FREE HORSES TRAVEL may unilaterally terminate the agreement and immediately remove a Participant who engages in such conduct, ignores warnings or directly endangers safety. Serious safety violations,

alcohol/substance use, physical/verbal assault or harassment may result in immediate removal without prior warning.

11/C. LEGAL AND FINANCIAL RESPONSIBILITY OF A REMOVED PARTICIPANT

A Participant removed under Sections 9, 11, 11/A or 11/B for rule violations, safety threats, misconduct, alcohol/substance use or incomplete/false declarations receives no refund or compensation for the tour price, accommodation, transfers or unused services.

All new air/bus tickets, accommodation, personal transfers, taxis and other personal expenses after removal are borne entirely by the Participant. FREE HORSES TRAVEL assumes no organizational or financial responsibility.

The Participant must compensate all direct or indirect damage caused by culpable or rule-breaking conduct to FREE HORSES TRAVEL, the team, horses, facilities or third parties.

12. CANCELLATION OF THE TOUR BY FREE HORSES TRAVEL

If FREE HORSES TRAVEL cancels the tour entirely, Participants are informed as soon as possible. Under applicable law and booking terms, an alternative date/program or refund is offered where required. Any minimum-participant requirement is notified before booking.

13. FORCE MAJEURE AND UNAVOIDABLE/EXTRAORDINARY CIRCUMSTANCES

Applicable law governs natural disasters, war, terrorism, epidemics, serious security risks, border closures, official decisions, severe weather, transport shutdowns and similar unavoidable extraordinary circumstances beyond the parties' control. The route/program may be changed, postponed or, if necessary, cancelled.

14. EXTREME-SPORTS TRAVEL INSURANCE, MEDICAL REPORT AND RIDING LICENCE

If the purchased program includes riding, horseback safari, mountain/off-road riding, long-distance riding or similar risky riding activities classed as extreme sports, comprehensive extreme-sports travel insurance covering those activities is arranged for the Participant by FREE HORSES TRAVEL - TÜRSAB Certificate No: 10978.

To arrange insurance and document health/competence suitability, the Participant must submit a current medical report showing no health impediment to riding and a valid Turkish Equestrian Federation riding licence demonstrating sufficient competence, no later than 15 days before travel.

Guidance and videos explaining how to obtain the medical report and apply for the Turkish Equestrian Federation riding licence/e-Licence are published on www.ride4culture.org.

The Participant must review those materials and complete applications within notified periods. Guidance does not guarantee issuance of a medical report or licence; final decisions belong to the competent institutions.

Failure to review guidance, begin applications, apply on time or submit documents does not remove the Participant's document obligation. If documents are not submitted in full on time, insurance may not be arranged and safety/competence may not be verified; participation may therefore be refused.

If insurance cannot be arranged or participation requirements cannot be met because documents were not submitted on time, this is considered attributable to the Participant. Additional transportation, accommodation, airline tickets, transfers and personal costs are borne by the Participant unless caused by FREE HORSES TRAVEL's fault.

15. REFUND METHOD

Where a refund is due, it is made, where possible, through the original payment method. Processing times of banks, payment institutions or international card systems are outside FREE HORSES TRAVEL's control. Exchange differences and transaction fees on foreign-currency transactions are determined by banks/payment institutions, not FREE HORSES TRAVEL.

16. COMMUNICATION AND CANCELLATION NOTICE

Cancellation and amendment requests must be submitted to FREE HORSES TRAVEL in writing. The cancellation date is the date the written request reaches FREE HORSES TRAVEL.

Travel Agency: FREE HORSES TRAVEL

TÜRSAB Certificate No: 10978

Official Website: www.ride4culture.org

Trade Name: ZEK ELEKTRİK ELEKTRONİK VE HIRDAVAT MALZEMELERİ TİC.LTD.ŞTİ

Address: KUMLUOVA MAHALLESİ LETOON CADDESİ NO:65 SEYDİKEMER/MUĞLA

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These Refund, Cancellation and Amendment Terms are presented during booking and form an integral part of the booking.