Terms and Conditions

Last updated: November 2026

1. Service provider details

These Terms and Conditions are issued by:

Marie Cuvelier, sole trader (EI), operating under the trading name “WAYRA Equine Experience”
Sole trader
Business address: 3242 route de la Ténarèze, Mas d’Auvignon, 32700
Email: marie.cuvelier@wayra-experience.com
Telephone: +33 6 01 02 45 06
SIRET: 13186740000015
SIREN: 131 867 400

Registered with the French National Business Register (RNE) under SIREN number 131 867 400.

VAT not applicable pursuant to Article 293 B of the French General Tax Code.

Hereinafter referred to as “Wayra”.

2. Purpose and scope

These Terms and Conditions (“T&Cs”) govern the services offered by WAYRA to private and business Clients.

They apply in particular to:

- Individual or group horse-guided coaching services;
- The design and facilitation of retreats and workshops centred on horses, nature and well-being, within the scope of the services actually offered by WAYRA.

The essential characteristics of each service, including its content, duration, location, price and specific terms, are specified in the offer, quotation, commercial proposal or any other contractual document provided to the Client.

In the event of a conflict between these T&Cs and specific terms expressly set out in a quotation or offer accepted by the Client, the specific terms shall prevail.

3. Quotations and validity of offers

Unless otherwise stated, quotations and commercial proposals issued by Wayra are valid for 30 days from their date of issue.

After this period, Wayra reserves the right to maintain or amend the proposal or issue a new one.

4. Booking and formation of the contract

For services subject to a quotation, the booking becomes final upon receipt by Wayra of the quotation accepted and signed by the Client and, where a payment or deposit is required upon booking, upon receipt of that payment or deposit.

For horse-guided coaching services for private Clients, the booking is definitively confirmed once Wayra has agreed to the date and received the requested payment.

For retreats, the booking becomes final once Wayra has confirmed availability and received the deposit specified in Article 6.

Confirmation of a booking implies that the Client has had the opportunity to read these T&Cs before entering into the contract.

5. Prices and included services

The applicable prices are those communicated to the Client before booking or stated in the corresponding quotation, commercial proposal or offer.

Prices are expressed in euros. VAT not applicable pursuant to Article 293 B of the French General Tax Code.

Each offer specifies the services and activities included in the proposed price.

Any additional service not initially included may be charged separately, subject to the Client's agreement.

6. Payment terms

6.1 Business Clients

Unless specific terms are set out in the quotation, services provided to business Clients are invoiced upon completion of the service.

Payment must be made within 30 days of the invoice date.

Any late payment by a business Client automatically and without prior reminder incurs late payment penalties calculated at the European Central Bank (ECB) refinancing rate plus 10 percentage points, in accordance with Article L.441-10 of the French Commercial Code.

A fixed compensation of €40 for recovery costs is also payable.

In the event of late payment by a business Client, the statutory fixed compensation of €40 for recovery costs is also automatically payable, without prejudice to additional compensation where the recovery costs actually incurred exceed this amount.

6.2 Horse-guided coaching – Private Clients

Payment for a horse-guided coaching session for a private Client is made at the time of booking, unless specific terms have been agreed with Wayra.

The booking is definitively confirmed upon receipt of payment.

6.3 Retreats

For retreats, a deposit of 30% of the Wayra price is required at the time of booking.

The balance must be paid no later than 30 days before the start of the retreat.

When a booking is made less than 30 days before the start of the retreat, the full Wayra price is payable at the time of booking.

7. Right of withdrawal

For distance or off-premises contracts concluded with a consumer Client, a 14-day right of withdrawal applies from the date the contract is concluded, unless a statutory exception applies.

To exercise this right, the Client may send a request by email to marie.cuvelier@wayra-experience.com or use the withdrawal form appended to these T&Cs.

If the Client expressly requests that a service begin before the withdrawal period expires, WAYRA obtains the consents required by law and informs the Client of the consequences of any withdrawal after performance has begun.

Certain leisure services provided on a specific date or during a specific period may fall within a statutory exception. The applicability of this exception is assessed according to the service actually sold.

8. Cancellation by the Client

All cancellation requests must be communicated to WAYRA in writing, including by email.

Subject to the exercise of any statutory right of withdrawal and unless specific terms have been communicated to the Client before booking, the following conditions apply:

For individual and group services for private Clients:

- At least 48 working hours before the start of the service: cancellation free of charge;
- Less than 48 working hours before the start of the service: 50% of the service price is payable.

For business services and retreats:

- More than 30 calendar days before the start of the service: cancellation free of charge;
- Between 30 and 16 calendar days inclusive before the start of the service: 50% of the price is payable;
- Between 15 and 6 calendar days inclusive before the start of the service: 80% of the price is payable;
- Less than 5 working days before the service: 100% of the total amount is payable.

Refunds and amounts payable

Where amounts have already been paid, they are deducted from the amount payable in respect of cancellation.

If the amounts paid exceed the amount payable, the difference is refunded to the Client.

If they are less than the amount payable, the Client remains liable for the difference.

Specific terms for retreats

Specific cancellation terms apply to a retreat only if they have been clearly communicated and accepted before booking, subject to the Client's statutory rights.

Services booked and paid for directly with partners, including accommodation, are subject to those partners' terms and conditions.

9. Postponement or adaptation of a service

Wayra may postpone, adapt, suspend or discontinue a service when conditions do not allow it to take place under satisfactory safety or animal welfare conditions.

This may include weather conditions, ground conditions, the condition or availability of a horse, a risk to participants or animals, or any other circumstance making the service dangerous or practically impossible under the originally planned conditions.

When a service must be postponed, Wayra and the Client seek, as far as possible, a new date suitable for both parties.

A change of horse, a reasonable adaptation of an exercise, or a change in the order of activities or programme made necessary by prevailing conditions, safety or animal welfare does not in itself constitute a failure to perform the service where its essential purpose is maintained.

10. Cancellation by Wayra

Wayra may cancel a service when its performance has become impossible, when the conditions necessary for personal safety or horse welfare are not met, or when circumstances beyond its control prevent it from taking place.

The Client is informed as soon as possible.

Where possible, Wayra gives priority to postponing the service to a new date agreed with the Client.

If Wayra cancels a service and the Client does not accept a postponement, the amounts paid to Wayra for the service not provided are refunded, without prejudice to the Client's statutory rights.

Minimum number of participants

Certain retreats, experiences or group services may be subject to a minimum number of participants.

Where this condition applies, the minimum number required and the deadline by which Wayra may cancel the service due to insufficient participants are stated in the corresponding offer before booking.

In the event of cancellation on these grounds, the amounts paid to Wayra for the service concerned are refunded.

11. Services involving horses

Wayra services may take place in the presence of horses and include exercises near or in interaction with them.

Horse-guided coaching takes place on the ground and requires no particular level of equestrian experience.

A horse is a living being whose reactions cannot be entirely predicted. Each participant must follow the instructions given by Wayra and, where applicable, those of the person responsible for the horses or the host venue.

Wayra may modify, suspend or discontinue an exercise if it considers that the conditions necessary for safety or horse welfare are no longer met.

12. Participant safety and conduct

Participants agree to follow the safety instructions communicated before and during the service and to behave respectfully towards horses, other participants, facilitators, equipment and premises.

Wayra may refuse or discontinue the participation of anyone whose behaviour compromises their own safety, that of a third party or an animal, or prevents the service from proceeding properly.

Where exclusion results from the participant’s misconduct or failure to follow safety instructions, it does not automatically entitle the participant to a refund.

13. Information required for safety

The Client and participants are invited to disclose, where necessary in view of the proposed activity, any information that may require specific adaptations to ensure their safety during the service.

Wayra requests only information necessary for this purpose and avoids collecting information that would not be useful for the activity.

Where data requiring special protection must exceptionally be processed, it is processed in accordance with applicable personal data protection regulations.

14. Liability

Wayra undertakes to provide its services professionally and in compliance with the rules applicable to its activities.

WAYRA's liability is assessed in accordance with applicable law, taking into account in particular the instructions communicated and the conduct of participants.

External events and situations of force majeure are governed by the applicable legal provisions.

Nothing in these T&Cs is intended to or has the effect of excluding or limiting liability where such exclusion or limitation is prohibited by law.

15. Insurance

WAYRA takes out insurance appropriate to the services actually provided.

16. Third-party providers and partner venues

Certain services may be organised at venues belonging to third parties or involve independent professionals, including equestrian facilities, horse owners or caretakers, well-being practitioners or other partners.

Where the Client books and pays for a service directly with a third-party provider, the corresponding contract is concluded directly between the Client and that provider and is subject to the latter's terms and conditions.

Where Wayra directly engages a provider as part of a service sold to the Client and included in the Wayra price, the relationship between Wayra and that provider does not deprive the Client of any rights granted under applicable regulations.

17. Force majeure

Neither party may be held liable for a failure to fulfil its obligations where this results from an event meeting the statutory conditions for force majeure.

The party affected by such an event informs the other party as soon as possible.

Where circumstances permit, the parties give priority to finding a solution involving postponement or adaptation of the service.

18. Intellectual property

Materials, texts, documents, content, tools and other items created and supplied by Wayra as part of its services remain protected by applicable intellectual property rights.

They may not be reproduced, distributed, marketed or publicly exploited without prior authorisation from their rights holder, unless otherwise agreed in writing.

Methods, trademarks and content belonging to third parties remain the property of their respective rights holders.

In particular, the Horses & Coaching® method remains subject to the rights of its rights holder.

19. Image rights

Participation in a Wayra service does not automatically constitute authorisation to use a participant's image for communication or promotional purposes.

Where Wayra wishes to use photographs or videos identifying a participant for its communications, the necessary authorisation is obtained separately.

Refusal to authorise the use of one's image does not prevent participation in a service, except in specific circumstances brought to the Client's attention before registration.

20. Personal data

Wayra processes personal data necessary to manage enquiries, bookings, services, contractual relationships and administrative or legal obligations.

Information about data processing and the rights of data subjects is provided in the Privacy & Cookies Policy available on the Wayra website.

Any request concerning personal data may be sent to:

marie.cuvelier@wayra-experience.com

21. Complaints

Any complaint relating to a service must be addressed to Wayra as soon as possible to allow an amicable solution to be sought.

It may be sent to:

marie.cuvelier@wayra-experience.com

22. Consumer mediation

Following an unresolved written complaint, the consumer Client may use the services of the consumer mediator designated by Wayra free of charge.

23. Applicable law and dispute resolution

These T&Cs are governed by French law, subject to any mandatory provisions applicable to the Client.

In the event of a dispute, the parties endeavour to seek an amicable solution first.

For consumer Clients, the statutory rules governing court jurisdiction remain applicable.

For business Clients, any specific provisions relating to dispute resolution may be specified in the quotation or contract concluded with Wayra, within the limits permitted by applicable regulations.

24. Amendments to the T&Cs

Wayra may amend these T&Cs, in particular to reflect changes in its activities, offers or regulations.

The T&Cs applicable to a service are those communicated to the Client at the time the contract is concluded.

MODEL WITHDRAWAL FORM

Please complete and return this form only if you wish to withdraw from the contract and are entitled to a right of withdrawal.

To:

Wayra Equine Experience – Marie Cuvelier
Address: 3242 route de la Ténarèze, Mas d'Auvignon, 32700
Email: marie.cuvelier@wayra-experience.com

I hereby give notice that I withdraw from my contract for the provision of the following service:

Service:
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Ordered on:
.....

Name of consumer:
.....

Address of consumer:
.....

Date:
.....

Signature of consumer (only if this form is submitted on paper):
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