



## **Yarra Valley 3D/2N Getaway Horse Trail Ride**

### **1. What do I need to bring?**

Closed toed shoes and long pants for riding (helmets and raincoats are supplied), phone charger, special dietary food if you require, and BYO alcohol. All linen and towels are supplied.

Ensure you bring some comfy clothes when you are back at the huts resting and relaxing.

### **2. What kind of accommodation will I be staying in?**

On this midweek getaway you will be staying in the rustic yet luxurious Chum Creek huts. These huts are well appointed with comfy beds. All linen and towels are supplied.

### **3. What kind of saddlery do we use?**

We ride in stock saddles for comfort and security. Each saddle has been individually fitted to the horse to ensure their comfort and wellbeing, and hence swapping saddles is not an option.

### **4. Can I come and book to go on my own?**

Of course you can and many do. Coming on your own just means more opportunity to meet new friends! Many riders join us on their own and don't regret it. Our staff and the other riders are welcoming and friendly, and there is plenty of action on the ride to keep you entertained!

### **5. How long will it take to get there from Melbourne?**

Chum Creek is approximately 1 hour from Melbourne by car, and 1 hour and 15 minutes from Melbourne International Airport.

## **6. I don't have a car; how can I get there?**

Trains leave several times a day from Flinders St. Station in Melbourne travelling to Lilydale. From there you are able to catch a taxi to our site. If you are flying in there are transport companies that can bring you from the airport. We recommend the following:

Felix Ubers: 0408 476 755

Yarra Valley Transfers and Tours: 1800 146 706

## **7. I'm worried about booking direct, should I book through a travel agency?**

Booking direct will always ensure you get the best price and help ensure better direct communications. Travel agencies have their place when booking overseas travel, but in Australia you are protected by consumer law. Chum Creek Horse Rides have been conducting Horse Trail Rides for over 30 years and our Horse Trail Guides have collectively taken out well over 10,000 guests on Horse Trail Rides. Chum Creek Horse Rides have clear cancellation and rescheduling policies. If you need any help at any time just pick up the phone and call, we are happy to chat!

## **8. What are the cancellation and rescheduling policies for this Yarra Valley 3 Day / 2 Night Horse Trail Ride?**

Horse Trail Riding and camping are outdoor activities and as such go out 'INDEPENDENT OF WEATHER'.

It is up to the discretion of the Senior Trail Riding Guide to cancel a ride.

If Chum Creek Horse Rides & Huts cancel a ride, options will be provided such as; Full Refund or a Credit/Choice of alternative times/days.

Chum Creek Horse Rides & Huts only take small groups on our horse trail rides, and as such, we knock back customers for many rides.

Cancellations made more than two weeks prior to the booking date will incur a \$60 cancellation fee per rider, cancellations within two weeks of the booking date will not be refunded.

Rescheduling a booking more than two weeks prior to the booking date will incur a \$60 rescheduling fee per rider, it is not possible to reschedule within two weeks of the booking date.

LATE or 'NO-SHOW' CUSTOMER: If a customer is late or is a 'no show', then a refund or a reschedule will not be provided.

## **9. I'm a beginner rider, can I still come?**

Chum Creek Horse Rides offer this Yarra Valley 3 Day / 2 Night Horse Trail Ride for all levels of rider from beginner to advanced.

#### **10. Am I a beginner, intermediate or advanced rider?**

Beginner Rider: May never have ridden a horse or ridden horses up to 20 times. May know some basics but not yet be competent and consistent in them.

Intermediate Rider: Comfortable at a walk, trot and canter. Knows all the basics including how to properly control a horse, hold reins, rise to the trot and seat to a canter, etc. May have ridden a lot in the past but have had a break, or may be taking lessons for several months learning.

Advanced Rider: Rides several times a week, comfortable riding all paces and all types of horses.

If you are unsure of your level, please call and have a chat to one of our friendly staff who will be able to advise.

#### **11. I want to come but am not a rider, can I still come?**

Chum Creek Horse Rides welcome both riders and non-riders on these Yarra Valley 3 Day / 2 Night Horse Trail Rides. As a non-rider, you will be transported, via our backup vehicle to each meal spot and the main camp. The country we visit is sincerely beautiful, so you will be able to enjoy the time without the sore butt! The pricing is the same for both riders and non-riders.

#### **12. Can I take my kids of this Yarra Valley 3 Day / 2 Night Horse Trail Rides?**

Chum Creek Horse Rides welcome children on certain Yarra Valley 3 Day / 2 Night Horse Trail Rides. Many of our Yarra Valley 3 Day / 2 Night Horse Trail Rides, are adults only, as many of our guests come on this ride to get away from kids! However we regularly schedule our Yarra Valley 3 Day / 2 Night Horse Trail Rides for kids to come. If your children want to come and ride, they need to be at least 12 years old, as the days can be long in the saddle. Please call us direct on 0407 326 276 to discuss specifics.

#### **13. I have special dietary requirements, is that catered for?**

On these Yarra Valley 3 Day / 2 Night Horse Trail Rides, Chum Creek Horse Rides offer traditional Australian camp meals. Due to this fact we do not cater for special dietary requirements. However, that does not exclude those that have special dietary requirements from being able to join us! If you have special dietary requirements feel free to bring your own special dietary foods and we will endeavour to prepare your food with the cooking equipment we have at hand.