

General Terms and Conditions of Sale

Any booking implies acceptance of our general terms and conditions.

Booking and Payment

Your booking will be confirmed and finalized once you have paid the full amount for the trek.

You may proceed with payment by credit card through our secure online payment link.

Any cancellation or modification less than 30 days before the departure date will not be eligible for refund.

Security Deposit

A security deposit of 1,000 euros for proper care of the animal and equipment will be requested during the briefing the day before departure for treks of 2 days or more, and on the morning itself for half-day and full-day routes.

Insurance

Your civil liability insurance must be current and valid.

Donkey Care

You commit to providing the necessary care for the comfort and well-being of your animal throughout the trek.

The donkey must be returned in good health, without injuries and without apparent exhaustion.

Any failure to comply will result in retention of all or part of the deposit depending on the donkey's condition and its inability to continue its activity.

In case of serious injury or proven mistreatment, a report may be filed with veterinary services.

The donkey's load must not exceed 35kg, nor be too high or too bulky.

The donkeys and equipment are rented for baggage carrying. Any carrying of a child is entirely at your own responsibility. The child must not weigh more than 30kg and must be under 8 years old.

When making your reservation, please note that a single donkey cannot carry baggage for several people and cannot carry both bags and children simultaneously.

It is therefore essential to rent at least one donkey per family for baggage transport and one donkey for potential child carrying.

Equipment Provided

Traditional pack saddles, lead ropes, halters, animal feed, donkey care equipment, IGN maps, saddlebags or bags, blankets.

Equipment and Services Not Provided

Sleeping bags, containers, cutlery, sleeping mats, tents, meals, accommodation.

Non-motorized clients must arrange their own transportation to the departure point, as La Promenane does not provide hiker transportation under any circumstances.

Treks

Any trek that has begun is due in its entirety.

Interruption of the trek, as well as route modification at departure, cannot give rise to refund.

Under no circumstances can the trek itinerary be modified during the route. This has been designed with the donkey in mind, as certain obstacles may prove impassable for the animal (footbridges, stairs, chimneys, etc.).

In case of dangerous weather conditions or unfavorable circumstances (walking abilities, children's age, inadequate equipment, etc.), we reserve the right to cancel or modify all or part of the itinerary.

If we must cancel the trek for reasons beyond our control (bad weather, prefectural order, etc.), the trek will be fully refunded without additional compensation.

Non-appearance or delay at the briefing or trek departure meeting point will result in cancellation or route modification and will not entitle you to a refund.

Any recovery outside those planned for the trek will be charged 150 euros.

Donkey treks are sold without guides or accompanists. They nevertheless require adequate knowledge of map reading, orientation, and mountain walking abilities.

You must follow safety rules and comply with advice given by La Promenane, which cannot be held responsible for your imprudence in case of accident.

The trek also involves accepting a risk, however minimal, which may be due to changes in natural elements or changing weather on the itinerary.

La Promenane cannot be held responsible for this, and you agree to accept this risk.

