Terms and conditions

Proposed terms for booking, paying for and using the outdoor equestrian arenas at Cantar HK.

Prepared 8 September 2026. Working draft with no effective date. The operator must complete and approve it before publication as binding terms.

1. Provider and service

This draft covers services of Cantar HK z.s., company ID 19539541, at the equestrian grounds at Hradečnice 995, 500 09 Hradec Králové. The registered office, contact email and provider's phone number must be added before it takes effect.

The service is the hire of an outdoor riding arena for the agreed time. Hire alone does not include a horse, trainer, child supervision or stabling. The description of the particular service ordered determines its scope.

2. Bookings and contract formation

Services and available times are selected through Reenio at jezdec-hk.reenio.cz. Before completing an order, customers must receive information about the total price, time, capacity, payment and changes.

The person booking must supply correct contact details and check the confirmation. The exact point at which a reservation becomes binding and its relationship to payment must be added to match the actual system settings. Opening a calendar or selecting an unconfirmed time does not itself create a booking.

3. Prices and payments

When this draft was prepared, the website showed CZK 300 per horse per hour for shared hire and CZK 1,000 per hour for exclusive hire. The current price of the particular service must be clear before ordering; relevant tax information must also be added before publication.

Cantar's bank account is 88222889/5500 at Raiffeisenbank, held in CZK. Pay according to the instructions for your particular booking, including any payment reference. This document does not itself introduce a payment deadline or new payment method.

4. Changes, cancellations and unavailable services

Changes or cancellations are handled through the procedure stated with the booking. This draft introduces no cancellation charge or non-refundable payment rule. Deadlines, any fees and the procedure for non-attendance must be expressly approved and communicated in advance.

If an arena is closed for safety or the agreed service cannot be provided, the proposed approach is to agree another time or refund the unprovided part. The operator must confirm the procedure for adverse weather.

5. Using the arenas and responsibility

Users must respect their reserved time, capacity and safety instructions. Damage and incidents must be reported to the manager. The grounds rules must be available before the service is used.

This draft does not exclude statutory liability or rights concerning defective services. The conditions must not remove rights granted to customers by law.

6. Complaints and consumer rights

Complaints are made to the provider, identifying the booking, problem and requested remedy. The provider must issue confirmation and deal with complaints within statutory time limits. A direct complaint contact must be supplied before publication.

Withdrawal rights depend on the law and the type of service contracted. Specific information must be given before ordering. This draft neither excludes those rights across the board nor invents an exception.

If Cantar acts as a trader in supplying the service to a consumer, and a dispute cannot be resolved directly, the consumer can seek out-of-court resolution through the Czech Trade Inspection Authority. Details are at coi.gov.cz/informace-o-adr/.

7. Final provisions

Personal data and cookies are addressed in separate documents. Changes to terms should not retrospectively disadvantage existing bookings. Before approval, the operator must align the Czech and English versions and set an effective date.

This is a working draft for content and legal review, not confirmation of the reservation system’s current contractual terms.

To complete before approval

- Add the registered office, contact email, phone number and complaint contact.
- Confirm when bookings become binding, payment methods and deadlines, and relevant tax information.
- Approve cancellation deadlines, any charges, non-attendance and adverse-weather procedures.
- Add specific consumer information for the type of service and obtain a legal review of the final terms.

Sources and related information

Cantar bookings

consumer dispute resolution