



## **Terms and Conditions - Holidays**

A contract exists between you, the customer, and 2 Wheel Tours when a booking has been made either verbally by telephone or by email or letter, a deposit has been made and confirmation has been issued. By entering this contract, you and all other persons named on the booking form and / or invoice, including anyone added subsequently, accept the following terms and conditions.

**Payment** - A deposit of £100.00 per person should be submitted with your completed booking form; this ensures a place is then reserved in your name. On receipt, a booking confirmation will be issued showing the date your balance becomes due. The whole balance should be paid no later than 30 days prior to commencing the tour. Tours booked within 30 days of departure will require payment in full at the time of the booking.

**If You Cancel** - Cancellations must be received in writing at our office. In this event, the following terms will apply: Bookings cancelled more than 30 days prior to commencing the tour: the company will refund all sums paid less deposit. Bookings cancelled between 30 and 15 days before departure: 50% of total holiday price refunded. Bookings cancelled less than 15 days before departure: 25% of total holiday price refunded.

Exceptions to this policy cannot be made for any reason, including weather or personal emergencies. There is no refund for arriving late or leaving a tour early. In the event of you having to cancel, you may transfer your booking to another person. However, you will be liable for any administration costs and are responsible for your nominee paying their monies in full.

**If We Cancel** - We reserve the right to cancel any tour. However, this would only become necessary in exceptional circumstances. In such an event, we would endeavour to offer you an alternative. If this were not possible or acceptable, we would issue a full refund. 2 Wheel Tours accept no responsibility for, and shall not be liable in respect of, any loss, damage, alterations, delays or changes arising from circumstances outside our control, such as but not restricted to: industrial dispute, civil strife, fire, adverse weather conditions, terrorist activity, natural disaster, technical problems with connecting transport, cancellation of scheduled or charter airlines, closure or congestion of airports or ports, or financial failure of contractors.

**Partners** - At 2 Wheel Tours we work with a range of accommodation and service partners and cannot be held liable for any damages, losses or inconveniences resulting from them. We will always try to make sure these problems are minimal and will deal with any situations as they arise. Whilst you are staying with an accommodation provider you must agree to their terms and conditions.

**Insurance** - We strongly recommend that you are adequately covered by your own travel insurance policy before joining any of our trips or activities. This cover should be comprehensive enough to cover you for the activities you will be involved in on your trip and also any cancellation made by you.

**Limit of liability** . 2 Wheel Tours have a duty of care to its customers and staff but are only liable up to the cost of your trip with us. We cannot be held responsible for damage and/or loss to your personal possessions. We are also not liable for failure in carrying out the contract if the failure is due to the action of the participant or the action of a third party. We are also not liable for any theft or damage to bicycles or injury to you which occurs as a result of cycling on or off road or in transit.

**Hire Bikes** - We do not accept any responsibility for injury, expense or inconvenience incurred through use

or mechanical failure. The hirer is responsible for any damage or loss caused not through natural wear and tear. Any damage or loss of the bicycles will be charged at full replacement value. You must agree to return the bike at a certain time in the condition you received it in and may not sell, hire or otherwise part with the bike during the hire period.

**Your responsibilities** - You accept that cycling can be a hazardous activity and may involve elements of risk or discomfort. By agreeing to these terms and conditions you take personal responsibility for your own actions. 2 Wheel Tours take no responsibility for damage, death or injury caused to you or by you as a result of participation. You must at all times ride within your own ability and always wear an approved safety helmet. Whether hired or belonging to you it is your responsibility to arrive with and keep your bike in safe working order and you must notify us of any defects as soon as possible. We reserve the right to stop you from participating if your bike is not in safe working order. You must be physically fit enough to participate in the trip you have chosen. If you have to drop out of the trip you will be responsible for any travel arrangements or additional costs incurred. You agree to abide by the authority of the leader of the group and act in a reasonable way for the duration of your trip. We reserve the right to remove any person from a trip who's behaviour is deemed by the leader to be detrimental to the group, unsafe or adversely affecting the groups enjoyment. We will not be liable for any refund in these circumstances. You agree to arriving at all meeting points on time. You will personally be liable for any costs of catching up with the group if you are late.

**Medical** - It is your responsibility to ensure that you are sufficiently fit and adequately equipped to partake in your chosen trip. You must tell us of any medical conditions or dietary requirements at the time of booking. If you are not in a suitable condition to complete a trip or are under the influence of drink or drugs the leader will ask you to leave the trip. We will not be liable for any extra expense incurred by this and you will not be able to claim a refund.

**Complaints** - Should you have a problem or complaint on your trip you must bring it to the attention of our staff as soon as possible and we will try to rectify the problem. If you feel that the problem was not resolved and resulted in a much reduced enjoyment of the trip you must inform us in writing within 28 days and we will respond within 28 days to resolve the matter to the satisfaction of both parties.

**Privacy** - We will not pass on your personal details to any third party except for the purposes of organizing your trip.

**Training of Staff** - All of our staff are experienced and trained to lead and organise trips of the nature detailed. They are there to ensure you have a safe and enjoyable trip and their instruction should be followed at all times. In the event of changing circumstances the leaders' decision is final.