

**Terms**

The following 'Terms' shall apply. 'You' are the customer; 'Tour' is the tour you have chosen from this Brochure and 'We' are British Bike Tours.

**Deposit**

A Deposit payment of £120 per person or 20% of the total expedition cost (Expeditions only) should be submitted with your completed booking form. Payment can be made by debit/credit card but a 3% surcharge will apply. Upon receipt of the deposit and signed waiver form we will reserve a place on your chosen tour. A booking confirmation and receipt will be issued showing the date your balance becomes due. Payment can be made by debit/credit card but a 3% surcharge will apply.

**Payment of Balance**

We will send out an Invoice which must be paid in full 4 or 8 weeks in advance (depending on tour) before you travel. Failure to pay this invoice may result in the cancellation of your reservation.

**Surcharges**

There may be instances where circumstances beyond our control dictate an increase in the cost of your tour. We will not pass on any increase less than 2% which occurs after the printing of the Brochure. We do reserve the right to introduce a surcharge for increases larger than 2% if they occur more than 6 weeks before travel.

**Tour Changes**

Arrangements for your tour are made months in advance and changes are therefore sometimes unavoidable. In the majority of cases these changes are very minor and will not affect your holiday. However in the event of a significant change we will notify you as soon as reasonably possible before your departure date. In the event of a significant change you may decide to a) continue with the tour as amended, b) accept an alternative tour of the same or similar value which we may offer to you, c) cancel your booking with a full refund.

**If You Cancel Your booking**

All cancellations must be in writing and the following cancellation charges will apply:

- 1) Up to 90 days before departure, full refund less £30 admin fee.
- 2) Between 90 and 60 days before departure, 75% refund and £30 administration fee.
- 3) Between 60 and 30 days before departure, 50% refund and £30 administration fee.
- 4) Less than 30 days notice; no refund.

**If We Cancel Your booking**

We reserve the right to cancel any tour. Such cancellations would only be necessary in exceptional circumstances. In the event of a tour cancellation we will offer you an alternative tour or where this is not possible or acceptable to you, will issue a full refund.

British Bike Tours will not be held responsible or offer a refund or compensation in any of the following situations: riots, war, terrorism, civil unrest, natural disasters, industrial disputes, acts of God.

In accordance with the Package Travel, Package Holiday and Package Tour Regulations 1992 and EC Directive 90/314EC all monies will be kept in Trust until such as time as your tour is finished. On all our European and Overseas tours you will be provided with a valid return ferry/flight ticket.

**Our Responsibilities**

We accept responsibility for supplying services to the standards described in the Tour Brochure and on the Web Site. We will not be liable for deficiencies or lack of services which are the result of local conditions, weather or maintenance. Your participation in a trip is entirely at your own risk. We are NOT responsible or liable for any injuries you may suffer, fatal or otherwise. Also, we are NOT responsible for any loss or damage to your property, including your motorcycle, irrespective of how any damage may have been caused.

**Delays in the Journey**

We cannot be responsible for any unforeseen delays in your ferry crossing, or flight, caused by bad weather or other unforeseen circumstance. In the event of a delay you will be responsible for

providing your own meals and accommodation.

**Your Responsibilities**

- a) Hold a valid certificate of Vehicle Insurance.
- b) It is your responsibility to ensure that your motorcycle is in a road worthy condition for the tour you are going to undertake. The motorcycle must be road legal.
- c) To advise British Bike Tours of any medical conditions, allergies, dietary needs.
- d) Be able to get yourself and bike home in the event of a breakdown, accident or emergency.
- e) Hold a valid passport and Visa if required.
- f) Hold a European Health Insurance Card (EHIC).
- g) The appropriate level of breakdown cover for your Motorcycle. This should include repatriation cover in the event of an accident or major breakdown.
- h) Personal Travel insurance including medical cover and possible repatriation in the event of a serious illness or accident.

**Complaints Procedure**

If you have a complaint, in the first instance you should talk to your tour representative. If unresolved please put your comments in writing and send to:

**British Bike Tours, 34 Parkfield Crescent, Hitchin, Herts, SG4 8EQ**

PGM Services Ltd trading as British Bike Tours