

## **Terms and conditions – A3’s Bike Tours**

### **General**

1. All tours are accompanied by a guide.
2. A3’s Bike Tours could take photos or videos that could be used for promotional purposes. In case you have any objections to using these images please inform A3’s Bike Tours before the tour.

### **Booking**

1. Tours will be confirmed in writing, usually via email.
2. To confirm a booking a deposit is required. The amount of this deposit will be communicated by A3’s Bike Tours.
3. A booking is confirmed only once A3’s Bike Tours has received the deposit and once the booking has been confirmed by A3’s Bike Tours in writing.

### **Cancellation**

1. Cancellation of a booking can only be done in writing.
2. A cancellation is valid only once the cancellation has been confirmed in writing by A3’s Bike Tours.
3. Cancellation is free of charge until 10 working days before the tour. In such a case the deposit will be returned, minus possible incurred costs of the transactions.
4. In case of a cancellation less than 10 working days before the tour the deposit is non- refundable.
5. A3’s Bike Tours has the right to cancel a tour anytime, for example when it would not be responsible to cycle due to weather conditions. In such a case the full deposit will be returned.

### **Liability**

1. Cycling on a bike tour with A3’s Bike Tours is done at one’s own risk.
2. Under-age children that participate in a bike tour with A3’s Bike Tours should be accompanied by parents or caretakers and be under adult supervision at all times.
3. A3’s Bike Tours cannot be held liable for any damage or injury to their customers or third parties, in any kind that might occur during a bike tour.
4. When a bicycle is damaged due to the customer’s fault, the customer will be responsible for repair and the costs that might be involved with such a repair.