

Booking Conditions

Brake the Cycle LTD ("the Company", "we", "our" or "us") accepts bookings subject to the following conditions:

Bookings

- Before booking please read through the website and these booking conditions, you can download a copy here to keep for your records.
- You must be over 18 years old to make a booking with us. A non refundable deposit of £250 is required with the electronic booking form upon booking. We will acknowledge submission of the booking form and payment through email. If there are any errors with your booking please contact us on info@brakethecycle.xyz as soon as possible. The date we receive your deposit payment will be the date we take as the contract between those named on the booking form and us.
- We will invoice you the balance of the tour which is payable to us 56 days before the departure date of your trip. If you book less than 56 days before the departure date of your trip then full payment will be necessary upon booking. If the balance is not paid within this time frame we reserve the right to cancel your trip and apply the cancellation charges as outlined below.
- By booking you agree that we have the right to recover any outstanding payment or charges incurred on the tour for damages as inline with these booking conditions.

Cancellations by you

If you wish to cancel your trip you must notify us in writing (including email to info@brakethecycle.xyz). Cancellation is liable to incur the following charges:

- If you cancel more than 56 days before the start day of the tour then we will refund all but the deposit (£250).
- If cancellation takes place between 55 and 31 days before the start date of the tour 50% of the tour price will be forfeited
- If cancelled 30 days or less than the start date of the tour when there will be no refund.
- The company will take all reasonable action to keep its loss to a minimum.

Cancellations by us

We may cancel the tour in the following circumstances;

- In the case of situations outside of our control, including but not limited to civil war, political unrest, terrorism, extreme weather conditions or technical problems with transport.
- The minimum number of 5 participants to operate has not been met. We will notify you no less than 14 days prior to the trip start date.
- In the case of cancellation by us we will, where possible, offer you another tour. If the alternative tour is of lower cost we will refund the difference. If an alternative tour isn't possible for you we will offer you a full refund.
- We are not responsible for any third party losses incurred, such as flight costs or insurance.

Insurance

- To partake on one of our tours it is necessary that you have adequate insurance to cover your baggage, equipment, medical expenses and the cost of repatriation should you no longer be able to continue with the tour. You should ensure that there are no exclusion clauses limiting cover for the activity of cycling.

Your tour

- Our responsibility does not commence until the appointed time at the designated start point on the start date of the tour.
- Flights, insurance, train tickets and other third party purchased are not included in our tour package.
- Travel to and from the tour is your responsibility. Any advice we give is just that, and responsibility for checking it is with you.
- We cannot guarantee the ages range, gender or nationality of those on our tours.
- Bookings are accepted upon your acceptance that there are dangers involved in cycle touring and in foreign travel. You must accept responsibility to research any country you're travelling to and make an informed decision about whether you want to travel there before booking.
- The tours are necessarily flexible, any itinerary is a guide rather than a contractual obligation and we reserve the right to change and adapt the itineraries as local circumstances necessitate.

Safety and security

- You are personally responsible for your bike, luggage or personal property whilst on the tour. We cannot accept responsibility for any loss or damage to personal property whilst on the tour.
- Nor are we responsible for the any injury or death caused while cycling on our tour.
- You may not resell, gift or use the tour as a prize or reward scheme without expressed written permission from us.

Accommodations and kit

- You are expected to use the kit and facilitates available to you with due care and respect. We reserve the right to charge you for loss or damage relating to our equipment.
- The accommodation we stay at may have their own conditions of our stay. You'll abide by these.

Medical & other requirements

- It is solely your responsibility to ensure you are physically fit enough for the tour you have chosen. If you have any medical condition that may hinder yours or other experience on the tour then you must state so in the booking form when you book.
- It is your responsibility to purchase any visas necessary, ensure you have an up-to-date passport and have any medical vaccinations needed for the tour. An indication of medical vaccinations will be given in the tour handbook. You must allow suitable time to require the medical vaccinations.

Behaviour

- You are to be respectful and tolerant of those on tour and those you interact with, at the communities, projects or airbnb's. You should not be excessively noisy or disruptive, especially at night. Any illegal activity will not be tolerated and may lead to police involvement. Aggressive behaviour or language towards and member of staff or fellow cyclist will not be tolerated. Nor will any behaviour deemed as sexually inappropriate. We reserve the right to ask you to leave the tour if we deem your behaviour to be in anyway inappropriate to us, tour members or the general public. In such cases no refund will be given and we reserve the right to not accept any bookings from you in the future.

Complaints

- If you have any complaint or grievance with the tour or its running then you must bring it to the attention of the tour leader immediately in order for them to best resolve it.
- In the case where after the tour you still feel grieved then you have 28 days to inform us by email and we will do our best to reach a satisfactory conclusion.

Media

- By booking on our tour, unless you request otherwise, we reserve the right to use photos and videos from the tour with your image in them for promotional materials, both now and in the future.

Bike hire

- Advanced booking is necessary to secure bike hire. Booking is only confirmed on payment.
- You must ensure that any equipment is adequately stored and secured whilst not in use, any damages incurred to the bike or equipment whilst on hire will be covered by you.

Company info

Company name: BRAKE THE CYCLE LTD

Company number: 10723583