



Title :	<h1>Tour & Event Cancellation & Refund Policy</h1>	Document:	Version :
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POLICY STATEMENT

As part of our commitment to achieving the principles of responsible environmental management, sustainability and protection of the natural environment in our workplace, we recognise our moral and legal responsibility to ensure that our activities, products and services are designed to protect and enhance the environment of the communities in which we operate, and our obligations to ensuring that our operations do not place the natural environment or the local community at risk of harm.

RESPONSIBILITIES

We guarantee every reservation and work hard to ensure that our staff are ready to serve you. When planning your trip, please take the same considerations and let us know as soon as possible if your plans change. We will contact you if there is an issue with your reservation.

As cyclists ourselves we understand sometimes things do not always go to plan. Regardless of the changes occurred to your individual circumstances, we commit our tour busses, hire bikes, staff and third party service to be flexible, friendly and supportive. Kindly keep us posted well in advance and we will try to minimise any impact cancelling your tour or event may cause. We cannot make exceptions to this policy for any reason including personal emergencies, unexpected weather or natural disasters.

TERMS AND CONDITIONS

1. A deposit of 50% is required to secure a Booking in excess of 6 weeks prior to the event or tour booking, with the balance payable two weeks prior to the booked date.
2. In respect of bookings made with less than 2 weeks prior to the commencement of the tour or event period, the fee must be paid in full to secure the booking.
3. Cancellations up to 21 days before the commencement of the event or tour period will result in a full refund of the event or tour fee less a 20% administration fee.
4. Cancellations within 2 weeks of the event or tour booking will forfeit the total fee.

4. The Company's ability to refuse participation

The Company may refuse any person participation in a Hire, at the Company's absolute discretion, whether or not that person has previously purchased a Hire. The Company will reimburse the price paid for a Hire if a person is refused participation in a Hire for any reason other than as set out in this Form.

AUTHORISED BY

Signed: Josephine Sheehan