



## Terms & Conditions – Velocene Grand Tours

Please read these terms & conditions carefully. All tours are operated by Velocene Adventures Ltd, registered company number 11101985 at 11 Devonshire Street, Penrith, Cumbria, CA11 7SR, and are operated subject to the following terms & conditions:

### Making a Reservation

1. Prior to booking please read the tour information and booking conditions. If you have any questions please contact us for clarification. Please these conditions and keep a copy for your records.
2. To make a booking you must be over 18 and send us a completed booking form and non-refundable deposit for each person. We will acknowledge receipt of your booking by e-mail. If you notice any errors regarding your booking on this e-mail, please contact us to correct these.
3. We will invoice you for the remainder of the cost of your holiday, in accordance with the following payment schedule:

Deposit (10%) - 30 <sup>th</sup> August 2019	£450
Second Instalment (50%) - 13 <sup>th</sup> January 2020	£2250 plus any extras
Final Balance (40%) - 13 <sup>th</sup> March 2020	£1800 plus any extras

Deposit payments are made through our booking form, and we will contact you directly with details for later payments, via secure payment links, bank transfer or cheque.

If the balance is not paid in time we reserve to a) apply a £30 administration charge if late by more than 5 days and b) cancel your holiday and apply the cancellation charges outlined below.

### Cancellation by you

4. If you wish to cancel your holiday, this must be done in writing (including by email to richard@velocene.com) provided that in all instances receipt can be acknowledged by the person who is the first person named on the confirmation issued to you. You will be liable for the following cancellation charges:

- 4.1. 60 days or more before the departure date you will forfeit your deposit;
- 4.2. Between 14<sup>th</sup> March and 13<sup>th</sup> April (inclusive) a 50% refund of the holiday price will be made;
- 4.3. Between 14<sup>th</sup> April and 13<sup>th</sup> May (inclusive), a 25% refund of your holiday price will be made;



4.4 On or after 14th May, no refund will be given; or

### Cancellation and Changes by Velocene:

5. Velocene Adventures reserves the right to cancel, delay or postpone your holiday, or make date, route, activity, and hotel modifications to the tour itinerary, for which you are not entitled to claim against us. Every effort is made to keep changes to a minimum. Changes may be made at any time and we will notify you of any changes that we become aware of as soon as we are reasonably able to do so. We will always send out detailed pre-ride information which contains up-to-date definitive information about the holiday. Velocene Adventures is not liable for any additional expenses you incur (including but not limited to visa or passport charges, equipment purchases, accommodation expenses or transport costs) through any such changes or cancellation;

6. Where circumstances beyond our reasonable control arise, you will have no right to claims for any personal injury, loss, expenses or damage incurred due to changes in itineraries or tour cancellations due to the following circumstances beyond our reasonable control, for example: war, civil or political unrest, terrorism, poor weather conditions, strikes, industrial action, congestion, breakdowns, acts of thirds parties; physical exertion for which a guest is not prepared; forces of nature; collisions with bicycles, pedestrians, or automobiles; road conditions including but not limited to lack of shoulder and roadway surfaces affected by weather conditions; travel by plane, train, auto, boat, or other conveyance; consumption of alcoholic beverages; breakdown of equipment; high altitude; lack of or limited access to medical attention in remote locations or the adequacy of medical attention once provided;

7. Nothing in these terms excludes or limits our liability for death or personal injury arising from our negligence.

### Insurance

9. To take part in our holidays you must have adequate insurance cover for the correct activity (road cycling), baggage, equipment (including your bicycle and covering any time spent in transit), medical expenses and the cost of repatriation should you become too ill to continue with your holiday (for EU residents, you should also take an European Health Insurance Card). We strongly recommended this insurance cover is taken out immediately after making your booking;

10. It is your responsibility to ensure you arrive at the start of tour in accordance with our recommended arrival times, as we cannot refund you outside the terms of our Booking Conditions;

11. Financial Protection Insurance: Velocene Adventures Ltd is a company committed to customer satisfaction and consumer financial protection. In accordance with "The Package Travel, Package Tours Regulations 1992" all passengers



booking with Velocene Adventures Ltd are fully insured for the initial deposit, and subsequently the balance of monies paid as detailed in your booking confirmation.

12 The policy will also include repatriation if required, arising from the cancellation or curtailment of your travel arrangements due to the insolvency of Velocene Adventures Ltd. This insurance has been arranged by Towergate Chapman Stevens through Zurich Insurance PLC.

13 In the unlikely event of Insolvency, you must Inform Towergate Chapman Stevens immediately on +44 (0) 1932 334140 or by email at [tcs@towergate.co.uk](mailto:tcs@towergate.co.uk) . Please ensure you retain the booking confirmation form as evidence of cover and value.

14 Policy exclusions: This policy will not cover any monies paid for Travel Insurance or any claim relating to Air Flights. Please ensure the Company you have booked with has the appropriate CAA / ATOL Bonds in place.

### Your Responsibilities

15. Your booking is accepted on the understanding that:

15.1. For international travel, that you have a valid passport (expiry date at least 6 months after your return) and all visas, permits, certificates, and vaccinations required for travel to the EU. Above cancellation policy will apply if a guest is unable to obtain travel documents or is prohibited from entering the destination country.

15.2. You will read all pre-trip materials about clothing and medical requirements.

15.3. You have submitted your signed medical form and chosen a trip that suits your abilities, level of fitness, and state of health, and complied with the recommended level of pre-ride training;

15.4. You will respect the rights and privacy of fellow guests, behave respectfully on tour, and follow the advice and guidance of your tour leaders. We reserve the right to ask participants to leave the tour if we believe that their behaviour is detrimental to the spirit or safety of the tour.

15.5. You must be 18 or over to participate in this tour.

15.6 If bringing your own equipment on one of our holidays, please ensure that it is adequately maintained and insured. We will take all reasonable care when transporting bicycles, and do our best to ensure a secure overnight environment for your bicycle and personal belongings, however we do not hold insurance for your equipment and are not responsible for any damage caused to equipment during the holiday or whilst the equipment is in transit.

15.7. You accept the risks and hazards of such a holiday, including the dangers inherent in cycling either on the road or off the road, the dangers of foreign travel,



any risks that result from (amongst other things) changes of local politics, adverse weather conditions, the poor condition of the highways, border restrictions, terrorism and disease; and

15.8. Any special requests are to be communicated at the time of booking. This includes dietary restrictions, medical requirements, and room preferences. Velocene Adventures will make every effort to accommodate special requests but cannot guarantee they will be met.

15.10. By booking you agree that we have the right either during or after your holiday to recover from you the costs of: any compensation we may pay to others, including others on the tour, resulting from your acts or omissions; and/or any property or accommodation damage; and/or any other charges, fees or levies we may incur resulting from your action or inaction and from any breach of these conditions.

## Data Protection

16. Please refer to our [Privacy and Cookie Policy](#) regarding your rights data through our website. Additionally:

17. Velocene Adventures takes protection of your personal data very seriously. We will not disclose your personal information to third parties for marketing use. By making a booking with us, you agree to us disclosing relevant data to relevant third parties for the purpose of processing your booking (e.g. accommodation and transport providers, guides and leaders, first aid or medical providers).

18. Occasionally, for logistical reasons or on request, we may share your email address with other riders. It is your responsibility to email us (at the address below or through the contact form [here](#) if you do not want wish this to happen.

19. We may subscribe you to our mailchimp mailing lists only for newsletters related to Velocene or One Mile Closer activities. Any such mailings will always contain an unsubscribe link within, and you can unsubscribe at any time.

20. If there are any questions or concerns related to data protection, please do not hesitate to contact us on directly through [richard@velocene.com](mailto:richard@velocene.com).

## Contract

21. By placing a booking with Velocene Adventures you agree to accept all these conditions and by accepting your booking we agree to carry out our obligations as defined. The contract between us will begin upon confirmed receipt of a booking deposit. The agreement is made subject to, and must be interpreted and enforced according to English law in an English court.