



# TERMS AND CONDITIONS



## **RAISON SOCIALE**

**Cycle the Dordogne is the trading name of SARL Randonnée En Dordogne.**

## **AVAILABILITY**

For details of availability, please contact us using one of the methods indicated at the bottom of each page of our website.

Should you be interested in one of our "non-standard" tours, i.e.

Dordogne/Lot Combo, Hub & Spoke Cycling, Multi-Activity or a customized tour, a price will be calculated based on the length of the tour and the activities involved. This price will be given to you by telephone or sent to you by e-mail.

## **TOUR SIGN-UP**

To make a booking with Cycle the Dordogne, a Registration Form must be completed and forwarded to us, along with a non-refundable deposit of 10% of the total price.

Upon receipt of your deposit we will confirm your booking and tour details. Further information regarding your tour will be forwarded to you prior to your tour start date.

## **PAYMENT DETAILS**

A non-refundable 10% deposit must be paid at the time of booking. If the booking cannot be made for whatever reason, the deposit will be returned in full.

The balance is due 8 weeks prior to the commencement of your vacation. Bookings made within 8 weeks of your chosen start date will require full payment to be made at the time of booking.

Payments may be made by:

- credit/debit card (we will contact you by phone at a mutually agreed time for your card details, rather than asking you to put them in an email)
- banker's draft;
- cheque;
- bank transfer (please ask us for our account details)
- PayPal (please ask us for the address of our PayPal account)

## **PRICING**

The prices quoted are per person assuming double occupancy of a room. Consequently, single occupancy supplements may be payable.

Prices may also vary should your tour be shorter or longer than the standard number of days.

## **CANCELLATION**

Should you wish to cancel a booking once it has been confirmed, you will need to do so in writing to Cycle the Dordogne. The cancellation is not deemed effective until received, whereupon confirmation will be advised.

The following cancellation charges are effective:-

*(a) 8 weeks or more before start date: deposit only*

*(b) more than 2 weeks but less than 8 weeks before start date: 50% of total cost*

*(c) up to 2 weeks before start date: 75% of total cost*

*(d) within three days of the start date or once the tour has started: no refund*

In the event that Cycle the Dordogne deems it necessary to cancel a tour, a full refund will be issued. However, this will not include any incidental expenses you may have incurred as a result of your booking, such as travel arrangements, travel insurance, visas etc.

### **INSURANCE**

Please be aware that arranging your own personal travel insurance is a condition of booking.

We strongly recommend that you take out appropriate insurance, covering you for illness, injury and loss or damage to your belongings. Your insurance should also cover the possibility of you having to cancel your holiday for whatever reason and repatriation to your homeland.

### **RISK/LIABILITY**

Your booking is accepted on the understanding that you - the customer - realise the risk involved in such a holiday. It is your responsibility to ride/walk/canoe with due care at all times.

Cycle the Dordogne does not accept any liability for any loss or injury however caused.

Cycle the Dordogne cannot accept responsibility for the services of any accommodation, restaurant or other supplier used in conjunction with our tours, nor any liability for claims, damages, expenses or other financial loss to persons or property.

Cycle the Dordogne's responsibility does not start until you reach your start point. If you fail to arrive at the designated start point, we cannot be held responsible for any additional costs incurred by yourself.

### **AMENDMENTS AND CANCELLATION**

Cycle The Dordogne will not accept liability or pay compensation where the booking is affected by "Force majeure" or an "Act of God". These events include but are not limited to war or the threat of war, terrorist activities (threatened or actual), civil or industrial action (threatened or actual), adverse weather conditions, or any other such events outside of our control.

### **PASSPORTS**

Each customer is responsible for ensuring that he/she is in possession of a valid passport (and any necessary travel and health documentation that may be required).

### **USE OF HIGHWAYS**

Cycle The Dordogne cannot be held responsible for the conditions of the highways and roads used, or for the other users of such routes. Consequently, clients take part in their chosen activity at their own risk and we are therefore not responsible for death, injury or illness of customers on our tours.

### **LAW AND JURISDICTION**

French law governs each of our tours. Therefore, SARL Randonnée En Dordogne and its clients each submit to the exclusive jurisdiction of the French courts in relation to any dispute that may arise from any booking.