

# UNIQUE CYCLING TOURS

**Unique Cycling Tours (UCT) Tour Name:**

**Start Date:**

**Group name or travel companions you are booking this tour with:**

**Details of guest travelling – One must be completed for each tour guest:**

Title:                      First Name:                                              Surname:

Date of birth:

Contact email:

Phone number:

Emergency contact details (2 preferred):

Any special dietary, or other requirements:

Allergies:

Health Conditions – Please provide full details:

Single room requested (please enquire re costs):

Bike hire required - Frame size (please enquire re costs):

Bike courier/shipping required (please enquire re costs):

Pre/post tour travel details and requested pick-up/drop-off details:

# UNIQUE CYCLING TOURS

## Terms and Conditions

### **Booking a Tour - Currency**

Excluding deposit payments of A\$1,000 all UCT pricing, costs and services (unless specified otherwise) are quoted and priced in Euro. Deposit and all other payments are converted to Euro at the published NAB exchange rate on the day UCT receives cleared funds.

Tour guests concerned about future exchange rate fluctuations should contact UCT to request an advance payment schedule, where funds can be transferred to UCT in advance of the standard payment terms and converted to Euro as described above. Tour guests can also request to pay UCT tour costs in Euros.

### **Booking a Tour - Deposit Payments**

If booking more than 8 weeks before the tour start date, a non-refundable deposit of \$1,000 must be received by UCT before a booking can be confirmed.

If booking less than 8 weeks before the tour start date, full payment of tour must be received by UCT before a booking is confirmed.

UCT bank account details will be sent once an application form is received, in order to EFT/transfer tour deposit and balance payments. Please ensure your Surname, the applicable tour dates and "Tour Deposit" is indicated on all transfers.

If Paypal/Credit Card is your preferred payment option, please contact UCT (a 3% Bank fee applies).

All quoted tour prices are per person twin share (unless specified otherwise), however rooms for one guest are available on a first come basis on each tour and are subject to single supplement fees, available on request.

On request, we can try to pair single guests in twin rooms, although we cannot guarantee that a suitable sharer will be available on every tour.

### **Booking a Tour - Balance Payments**

When an application form is received we send bank details to allow transfer of funds. Once funds are received we will contact you to confirm the payment and your booking.

The remaining balance of your tour cost must be received by UCT no less than 90 days prior to tour start date, and we will send you a reminder of the full balance payment prior to this date.

If we do not receive payment in full 90 days prior to departure and you have not gained our agreement on an alternative payment schedule and terms, we will send you a reminder.

If you do not pay the balance payment within 5 business days of receiving this reminder, we will treat your booking as cancelled by you. Normal cancellation charges below will apply.

If we do not receive full balance payments as part of an alternative payment schedule agreed by UCT, we will treat your booking as cancelled by you. Normal cancellation charges below will apply.

All tour payments (deposits and balances) are non-refundable, unless the tour is cancelled by UCT.

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## **Cancellation by You**

Cancellation of a booking is effective if you have failed to transfer a deposit or balance of tour payments within the booking timelines described above, or when a cancellation request is received in writing from the client who has signed the booking form (email cancellations are accepted), and when UCT has responded to confirm the cancellation in writing.

## **Cancellation by UCT**

UCT will not cancel a tour unless forced to do so by unusual or unforeseen circumstances, major public transport disruption, war, civil or political unrest, or what is usually known as "force majeure". If we have to cancel a tour we will offer an alternative tour on the same travel dates. If this is not possible or acceptable to you, we will offer compensation to the same value on a UCT tour of a later date. If this is not acceptable, we will refund all moneys received, minus the deposit which constitutes full settlement.

## **Alterations by You**

Should you require to change dates, or any details of your tour after the booking has been confirmed by UCT we will endeavour to accommodate your changes, however you must inform UCT in writing and we reserve the right to apply the cancellation terms set out in this document if availability does not exist on other tours, or if the alternatives provided by UCT are not acceptable to you.

At the discretion of UCT, you may apply in writing to transfer a booking before the start of a tour to people not listed on the original confirmation, however they must meet the UCT health and fitness requirements of the particular tour and a new booking form will need to be completed and signed. A \$150.00 booking transfer administration fee applies.

## **Alterations by UCT**

UCT reserve the right at any time to substitute accommodation or to make any other alteration to tour arrangements which become necessary. In the event of significant changes to tour dates, contents or terms, we will inform clients as soon as possible of any changes. All accommodation is chosen for its quality and availability, however we reserve the right to change from that featured in the itinerary should it be necessary to do so.

If the tour itinerary involves a Professional race or event that is cancelled or re-scheduled, the tour will continue as planned and no cancellation or refund will be available.

## **Refunds/Disclosure**

UCT are unable to make refunds due to poor weather or unforeseen events, misrepresentation by riders of physical abilities/riding experience and previous, or existing health conditions.

Additionally, new health conditions that develop whilst on a tour must be reported to UCT staff immediately. If any client fails to disclose medical conditions in the application form, or in the event of a condition arising during a tour, UCT reserves the right to refuse service without refund.

## **Complaints**

All complaints should be brought to the attention of UCT as soon as it arises and we will endeavour to resolve it immediately. Failure to notify UCT at the time, and therefore failing to provide the company with an opportunity to rectify the cause of the complaint, may result in your loss of any legal rights in respect of the particular matter. If the issue is not resolved, then the complaint should be made in writing to Unique Cycling Tours at the company address within 28 days of the end of your tour.

# UNIQUE CYCLING TOURS

## **Liability**

When you make a tour booking, you guarantee, understand and accept:

- You have the legal authority to accept our Terms and Conditions
- You have directed UCT to provide the services outlined in the tour description
- Cycling involves an element of danger and you accept all associated risks
- You are in good health and physically capable of participating in the tour
- You are competent in the use of the bike you are riding, whether your own or hired
- You agree to wear a bike helmet and follow the safety instructions of the tour guide
- UCT or it's agents shall not be held liable for personal injury, death, damage to property or other loss whether arising from accident, cancellations, delay or any other matter beyond their reasonable control.

Please note that Unique Cycling Tours cannot accept any responsibility for any loss or damage to your luggage or personal property, nor for any other loss, damage, inconvenience, delay, illness, fatal or other injury suffered by you as a result of making a reservation with us.

## **Your State of Health**

This is an activity-based tour and all bookings are taken on the assumption that all persons are of good health and know not of any condition that may affect their health during the tour. If this is in doubt then you should consult your Doctor beforehand and send copies of any medical certificates to ourselves upon making your booking.

## **Insurance**

We strongly recommend you acquire adequate travel insurance at the time of booking your tour with UCT, and ensure you are satisfied the insurance policy meets your requirements.

You must provide a certificate of travel insurance when paying your tour balance to UCT, which you are satisfied provides appropriate cover for a cycling tour in Europe and any tour or travel plans being cancelled, injury you might suffer, medical treatment including evacuation costs, and repatriation.

## **Passports and Visas**

A full Australian passport is required for entry into Europe, with an expiry date no earlier than 12 months from date of arrival.

## **Travel Arrangements**

UCT shall not be held responsible for:

- Tour guests who have not arranged the relevant Passport and Visa's for the tour
- Any damage, expense or inconvenience caused by late or failures of transport
- Changes to schedules, due to strikes, breakdowns, Force Majeure, or other conditions
- Delays do to unforeseen circumstances that affect pre and post tour travel plans.

**Please Contact UCT** before booking any travel arrangements directly prior to or post your tour that has cancellation fees, or that could have ongoing travel implications for late arrivals and missed connections.

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## **Responsibility**

You accept and agree you will provide UCT with copies of a signed personal application form including health details, a signed waiver release form, and a copy of your travel insurance policy.

**During Your Tour** if your behaviour is deemed by the tour guide as detrimental to the safety and welfare of yourself and the group, UCT may ask you to leave the tour without the right to a refund.

If you are affected by any condition, medical or otherwise, that might affect your or other people's enjoyment of the tour; you must advise us of this at the time of booking.

## **Declaration**

Please print your full name, sign and date:

I confirm that I have read, understood and accepted the above terms and conditions of Unique Cycling Tours (UCT), and fully release UCT from all liability in connection with the matters set out in the above terms and conditions.

Full name:

Signature:

Date:

Unique Cycling Tours  
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