



By Downhill Bikes 24 March 2017

## Terms and Conditions

The Terms and Conditions displayed below are an important part of your booking. Here you will find everything you need to know about our excursion policies.

### BOOKING POLICY

You can book via our "Book Now" page on our website. You choose the available date, fill out the form and pay via Credit Card or Paypal. The following information is requested to confirm your booking:

- CUSTOMER'S NAME & LASTNAME
- TOUR DATE
- ACCOMMODATION ( WHERE YOU ARE STAYING)
- NUMBER OF PARTICIPANTS ( BOTH ADULTS & CHILDREN )
- E-MAIL-ADDRESS
- MOBILE PHONE NUMBER WHICH YOU CAN BE CONTACTED ON WHEN HERE ON HOLIDAY.
- IF YOU ARE BOOKING CHILDREN WE MUST KNOW THE AGE OF EACH CHILD

You are advised to read our terms and conditions before you check out and pay for the excursion. Do not miss any required information, otherwise the booking form will not go through. After your reservation is requested, you will receive an automated e-mail, acknowledging your booking request. This is NOT a confirmation of the excursion. As we receive bookings from a number of different sources we will check the availability for your chosen

date and then send a further e-mail confirming your tour, with details of the pick-up place and time. Only when we have accepted confirmation will payment for the excursion be debited from your credit card / Paypal account. You can print your confirmation receipt or simply take your mobile phone with details of our confirmation e-mail and show it to your guide in charge of the tour.

THE DOWNHILL BIKE RIDE requires at least 6 people in order to take place, but you can obviously purchase less tickets. If other seats have not been taken on your required date, we will contact you to either reschedule the tour or provide you with a FULL refund.

### PAYMENT POLICY

Accepted Payment Methods: We accept Paypal and major credit cards.

Payments through Paypal can be made with the use of a credit or debit card or your PayPal account. Any charges incurred as a result of using a credit card will be paid by the customer and are NOT included in the price of the excursion.

### LIABILITY

Downhill Bikes Salou SL claims no responsibility for any loss, damage, accident, injury, sickness or schedule change due to weather, strike or any other cause beyond Downhill Bikes control. We will make every effort to safeguard our customers and their personal property, but cannot be held responsible for personal events beyond the tour operators control, or to damage sustained by tourists including those occurring outside the touring program. Downhill Bike acts in good faith, and cannot be held responsible for any agent, hotel, coach operator, tour guide or any other person's or company's acts, defaults or delays. We therefore advise all customers to have comprehensive travel insurance to meet all contingencies.

Downhill Bikes SL reserves the right to alter routes, itineraries or departure times, without prior notice, should the necessity arise.

Our goal is to provide excellent customer service and in order to do so we maintain strict quality monitoring. If, for any reason, you are dissatisfied with your excursion, we want to hear about it. We recommend you contact us as soon as any incident arises. If you are unable to do so at the time, you must advise Downhill Bikes SL via e-mail within 48 hours after the event. If you fail to do so, this may affect your right to compensation. In case customers are still travelling, we can extend the contact to our office for up to 5 consecutive days after the event, as long as customers can prove that they were still travelling ( e.g. plane tickets, hotel reservations).

All information on the website is subject to change. Downhill Bikes reserves the right to alter/change/correct mistakes that may possibly appear in the website or published price lists.

Bike Breaks also assumes no responsibility for any act of negligence or omission whatsoever, by any company whose services are used as part of packages provided.

### CANCELLATION POLICY

#### *CANCELLATION MADE BY DOWNHILL BIKES SALOU*

Despite our great weather conditions, the mountains can have sudden weather changes and because of that, Downhill Bikes reserves the right to alter the route or itinerary of any of its tours and arrange alternative routes to those advertised if necessary. If a decision needs to be made, in terms of changing the itinerary due to unforeseen circumstances, like forest fires, floods, breakdowns, heavy rain, thunder storms or anything else that cannot be foreseen at this time, it will be at the discretion of the tour guide in charge.

If an excursion needs to be cancelled during the tour, due to sudden weather changes that can put our customers at risk, we will discuss rescheduling options with you. Where it is not possible for you to reschedule the tour, we will offer a full refund.

If the tour needs to be cancelled by Downhill Bikes right before it starts, for any possible reason, and it is not possible for you to reschedule, a full refund will be given to customer.

#### ***CANCELLATION MADE BY CUSTOMERS***

Customers cannot cancel a tour based on their own assumption that the weather represents a risk, or simply because they wish to do a tour on a sunny day, and still expect a refund.

If customers cancel the trip right before it starts or less 48 hours prior to the tour date, no refund will be available. In the event of illness or any other type of problem or emergency that may prevent the customer from participating in the tour, the same rules will be applied.

Where the customer provides more than 48 hours for a cancellation, a full refund will be provided

#### **BOOKING CHANGES POLICY**

In case the customer needs to change the pick-up address or increase the number of participants, he or she must make the request by e-mail. There is no fee charged for these requests.

Discounts are given based on a group size, where the number of customers is reduced for whatever reason, if we receive less than 48 hours notice, the number of the group originally booked will be charged for.

All requests for changes to a booking must be made by e-mail, from the person who submitted the booking originally.

#### **CHILD POLICY/AGE RESTRICTIONS**

Minimum age for THE DOWNHILL BIKE RIDE is 18 months.

Children from 14-17 years can come unattended with parental consent. Parents have to be present at the pick-up and drop-off point for the children and should be contactable during the whole time of the tour.

Children under 14 years of age are not permitted to travel, unless accompanied by an adult.

#### **DISCOUNT POLICY**

Passenger Discount

Customers who would like to accompany his / her party in one of our minibuses, but don't want to cycle are invited to do so. We apply a child's price for those customers.

Group Discount

Group Discounts can be applied to a group of 10 or more people. According to the group size, discounts can be higher or lower.

#### **FITNESS and PARTICIPATION**

Our cycling tour is suitable for all ages and fitness levels, as long as the individual can ride a bike unaided. (excludes children in infant seats or tag-a-longs)

#### **BEHAVIOR**

Downhill Bikes may refuse to carry a person whose behaviour is detrimental to the enjoyment of the group. By travelling with Downhill Bikes, you agree to accept the authority of the guides and their decisions. Our staff are entitled to a safe working environment and our passengers to a great holiday. Any threats to safety, being physical or verbal, or inappropriate behaviour may result in removal from the tour. If a guide requires a passenger to

leave the vehicle, no refunds will be given and that passenger will be responsible for his/her own travel costs and arrangements from that point.

#### **MINIMUM AND MAXIMUM CAPACITY**

Each tour has a minimum and a maximum passenger capacity. Please check that at the time of booking.

Our minimum number is 6 people per excursion, with a maximum of 32.

#### **PICK-UP RESORTS: SALOU, CAP SALOU, CAMBRILS AND LA PINEDA**

In case customers are staying outside the covered locations, they could either arrange their own transport and meet us at a location within one of the resorts shown above.