

Cycle Tour Booking Conditions



Booking

To book a tour please phone 01904 720003. Payment can be taken over the phone using a debit or credit card.

Notice of Cancellation Charge (% of Full Price)

If you cancel your tour over 48 hours before the start time, a full refund can be given. Cancellations between 24 hours and 48 hours before the start time will be refunded at 50% of the price. No refund can be given within 24 hours of the start of the tour.

Cancellation by Scoot Cycling Holidays

In the unlikely event that we have to cancel a tour you will be entitled to a full refund.

Insurance

We strongly recommend that you take out adequate holiday insurance including medical cover, personal accident, loss of belongings & cancellation cover. We cannot be held responsible for your own illness, injury or loss/damage of your belongings while our tours.

Price

All prices are in Sterling (GBP) and are valid for 2011. Price includes use of a bicycle and helmet. Should you decline the helmet, you will be asked to sign a waiver that you have been offered a helmet and have declined that offer.

Bikes & Equipment

You are responsible for the care & safe keeping of any equipment you use which belongs to Scoot Cycling Holidays. You must ensure that bikes are securely locked to an immovable object when left unattended. In the event that the bike and/or any accessories are lost or stolen you shall indemnify us for the cost of replacing those items.

Customer Satisfaction

We aim to ensure you have an enjoyable tour & we welcome feedback (positive or negative) on all our services so that we can continue to improve them. If you have any problems or are unhappy in any way please speak to the tour leader so that we can remedy the problem. Any complaint made to Scoot Cycling Holidays after your tour should be made in writing within 28 days of the end of the tour.

Temperature & Weather

We have arranged these tours for when the British weather is favourable, but do not forget this is the UK so it is better to bring a waterproof jacket and an extra layer of warmth.

Force Majeure

Except where otherwise stated in these booking conditions, we regret we cannot accept liability or pay any compensation where the performance of our contractual obligations is prevented or affected by "force majeure". For the purposes of these booking conditions, "force majeure" means any event which we, our employees, agents or suppliers of the services(s) in question could not, even with all due care, foresee or avoid. Such events may include war, riot, civil strife, terrorist activity, industrial dispute natural or nuclear disaster, adverse weather conditions, fire and all similar events outside of our control.

Liability for injury or loss

We will not be liable for any injury or loss suffered by you except in the following circumstances:

- I. Death or personal injury caused by the negligence of us, our employees, agents or suppliers provided they were at the time carrying out work authorised by us.
- II. Misrepresentations made by us, our employees, agents or suppliers provided they were at the time carrying out work authorised by us.
- III. Breach of our contractual duty to exercise due diligence in making arrangements for your holiday and for consequential loss arising from any such breach;
- IV. Failure to provide contractual services which are adequate or are of a reasonable standard.

Privacy Policy

We do not store any credit or debit card information given to us by our customers and do not share any personal information with any third parties.