

# **GENERAL TERMS AND CONDITIONS**

We are pleased for your interest in a VELO-TOURING® tour arrangement and we thank you for your confidence in us.

## **1. Registration**

You can register for a tour by telephone or in written form (postal mail, fax or e-mail also by using the booking form) and sending it to us or one of our partner travel agencies.

Or: Please print out the "Booking Form" ([http://www.velo-touring.hu/buchung\\_en.html#anmel](http://www.velo-touring.hu/buchung_en.html#anmel)) and fill it out with block letters (or the WORD file itself), and send it to us per E-Mail, per Fax, or in a stamped envelope per Post. You also have the option to register for a tour online, using our electronic booking form, located on the web sites of each tour. Just click the chosen starting date with the mouse.

The registration is binding when we have sent you the booking confirmation.



## **2. Payment of the travel price**

After receiving the confirmation from us, a prepayment of **10%** of the travel fee (max. EUR 150,- or GBP 102,- or USD 190,- or CAD 212,- per person) has to be made.

The remaining amount (or the whole travel fee) has to be paid without further notice at latest 30 days before the start of the tour. The whole amount has to be paid immediately in case of registering for a tour less than **30** days before the start of it.

If necessary, we have to charge handling fee of EUR 10,- (GBP 7,- or USD 12,70 or CAD 14,20) per booking in case of a short-term bookings (7 days before the tour start or less).



### **You can pay the tour price in form of a bank money transfer:**

- in **GBP** on our bank account in Budapest/Hungary
- in **USD** on our bank account in Budapest/Hungary
- in **CAD** on our bank account in Budapest/Hungary
- in **EURO** on our bank account in Germany or Hungary



### **Simple methods of Payment:**

- give your bank a transfer order
- Beneficiary: VELO-TOURING
- Purpose(memo): your confirmed Booking No.

You receive all the bank account details (IBAN No., SWIFT (BIC)-code, etc.) with the booking confirmation.

We usually send you our accurate travel documents about **10 days** before starting the travel and as soon as possible after your payment has arrived according to contract.

If you have any questions, feel free to ask us anytime.

## **3. Services**

Services are listed on our web site ([www.velo-touring.hu/index\\_en.html](http://www.velo-touring.hu/index_en.html)) for each tour. The bike rental fee is not included in the tour price anymore. In case of using our bike, a supplementary fee will be charged. So if you are using your own bike, this extra fee will be not charged, and your bike can be transported with our trailer during the duration of the bike tour for free. The tour fee is per person accommodated in double rooms (DR). Single travellers have the possibility to book a single room for a surcharge (see the single room supplement section in the price chart). The supplement is, however, not depending on the quality of the room. On request for guests who are travelling alone we can book 1/2 DR (half of a double room) together with another guest, and

we can also book a triple-bedded room for 3 adults, both according to the availability. Nothing will be refunded for services that have not been used (e.g. in case of interruption of the tour).

#### **4. Withdrawal from the tour**

We will charge you a handling fee of 10% of the tour fee (max. EUR 150,- or GBP 102,- or USD 190,- or CAD 212,-) per person in case you withdraw from a booked tour at least 30 days before the start of it. In case of withdrawal between the 30. and 21. days we will charge you a cancellation fee of 30% of the tour fee per person. Should you withdraw after the 21. day before the start of your tour, regretfully we will have to charge you 50% of the tour fee. The cancellation fee in case of withdrawal between the 14. and 7. day before the tour is 75%. Upon withdrawal after the 7. day we will charge you 90% of the tour fee. In case of withdrawal or no-show on the starting day of the tour, or cancelling after the tour has begun, interruption of the tour, we will charge you 100% of the tour fee (there is no back payment). (– Exception is the case when an individual agreement about the settlement of the ex-gratia basis has been made. –)

#### **5. Complaints**

Should you – despite our greatest carefulness during the planning and realisation of our tours – have a reason for complaint, please make the tour guide or us aware of this fact immediately. Furthermore you have to bring your claim against us within one month after the predictable end of the tour according to the contract. Our guides are not entitled to admit claims. Court of jurisdiction is the court at the registered office of the organiser.

#### **6. The obligation of the traveller to co-operate**

The traveller is obliged to take reasonable measures to minimise possible damages. Each participant is personally responsible to be able to cope both mentally and physically with the requirements of the chosen tour. Also each participant is personally responsible to follow the road traffic regulations.

#### **7. Liability**

VELO-TOURING® is liable for the conscientious organising and carrying out of the cycling tours, as well as for the accurate briefing and training of the tour guides. We select our various service providers (like ship companies, bus companies, Hotels, etc.) very carefully. At the same time we are transmitting between the traveller and the transport- and hotel companies. So we take only limited liability for the fulfilment of the services done through these companies. The liability is limited to the direct damages. Other damages (like accidents, loss, material damages, delays or other irregularities) are at your own risk, although third parties are liable towards you on their own. You take part in the cycling tour on your own responsibility. Participation for underage persons is allowed only with attendance of a legal guardian.

If a tour has to be cancelled because of such reasons that we cannot influence (vis major, strikes, war and warlike events, etc.) the already paid amounts of the participation fee will be refunded. Should visits included in our program be impracticable due to reasons that we cannot influence (like renovations of churches, roadblocks, constructions, etc.), we cannot be held responsible. We reserve the right to cancel a tour if there are not at least 6 participants for it. Normally this can be foreseen by the 4<sup>th</sup> week or at the very latest 2 weeks before the start of the tour. We inform you immediately in this case and refund the effected payments. Further claims are not recognised. Oral arrangements not confirmed in a written form by us are void. Our liability is limited to the double of the travel fee as a maximum regardless of the legal ground, provided the damage has not been caused neither intentionally nor in a grossly negligent manner by us or in case we are held responsible due to the default of one of our chosen service providers. We take on no responsibility for activities and trips, which are organised by the tour leaders or third party companies and which are not included in the booked tour's official program. Their terms and conditions do not apply to us.

### **8. Travel insurance for accident, sickness and luggage**

Our offer does not include any accident or sickness insurance. We are in principle not liable for claims as a result of lost or damaged luggage. If you would like more protection against diverse risks, you should take out a private luggage and/or travel cancellation insurance.

### **9. Travel Documents – Miscellaneous**

For all our cycling tours you will only need a valid passport. German and other citizens of the European Union can use their valid ID cards too. Travellers are personally responsible for following the entry, health and currency regulations. Services and prices are subject to change without prior notice, just as corrections of mistakes, misprints and miscalculations.

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**Organiser:** VELO-TOURING®

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