

Openfields Cycle Tours Terms and conditions

Payment

Your agreement with Openfields cycle tours will be effective from the date your booking form and deposit are received. A deposit of £75 is required on making a booking. If this is within 4 weeks of your tour, then full payment must be made at the time of booking.

Cancellation

Cancellation charges are as follows:

More than 28 days = deposit only

14-28 days = 50%

less than 14 days = 100%

Cancellation by Openfields cycle tours

In the unusual event of a tour being cancelled due to unforeseen circumstances (force majeure) participants will be notified as soon as practically possible, and a full refund will be given, added to this a 10% discount will be offered on any future tour providing it is taken within 12 months of the offer.

Risk

All participants should be aware that cycling is a potentially dangerous activity, and that they undertake this activity at their own risk. It is therefore advisable to take out adequate insurance cover. Regrettably persons under the age of 16 must be accompanied by a parent or guardian.

Before making a booking for a tour participants must be confident that it is within their physical capability. Likewise, any pre-existing medical or mental conditions or learning or physical disabilities whether or not these are controlled by medication or are currently dormant, must be declared to Openfields cycle tours when booking. Openfields cycle tours will not be responsible if any participant is unfit for the tour.

Liability for injury or loss

Openfields cycle tours will not be liable for any injury or loss suffered by participants unless this was a result of negligence caused by us (Openfields cycle tours).

Complaints

In the unlikely event of any problems arising during the tour, participants should try and resolve them with the tour guide. In any event, should you feel dissatisfied with the service you have received, a letter of complaint must be sent with 21 days of the end of the tour.

Openfields cycle tours reserves the right to terminate the holiday immediately of any participant who causes distress, or annoyance to any other member of the party (including the B&B hosts), or displays unreasonable behaviour.

Price guarantee

We guarantee that the price of your holiday will not be altered in any way, after the date that your deposit is received and/or you have received confirmation of your booking.

Participants bringing their own bike must ensure that it is in good working order, and a spare inner tube, to fit your specific bike wheel, is carried.

Open Fields Cycle Tours

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www.openfieldscycletours.co.uk