

Australian Cycling Holidays Terms and Conditions

The below Terms and Conditions apply for all bookings and tours with Australian Cycling Holidays and are applicable to all participants.

BOOK NOW -PAY LATER - COVID 19: Variation to ACH Standard Terms and Conditions **Variation of T&Cs due to Travel Restrictions or Suspected Illness Due to COVID-19.**

Book Now – no deposit required.

Full Payment 30 days prior to your tour.

1. If travel restrictions or personal isolation requirements in your home location and/or in the tour location restrict you or your party from accessing the cycling tour ACH will not require a deposit/full payment on any tour.
2. If, during the full 30-day period prior to your tour, travel restrictions are not lifted, are reinstated, or you are suspected to have, or are ill with COVID -19, we will allow you to defer your tour at no cost or take a full refund (excluding bank fees if any).
3. You can defer your start date for up to 24 months if you are unable to start your tour for any other reason during the period 30 days to 2 days prior to your tour start date. If the deferment is not COVID related for the participating cyclist then no postponement or refund for any cancellation within 2 days of your start date is allowed.

Condition for COVID-19 Variation to Expire

When there are no travel restrictions in the home location of the booker, nor in our tour location, and when no one in your party is ill with suspected or verified COVID-19 then our Standard Terms and Conditions will apply.

Australian Cycling Holidays Standard Terms and Conditions.

Once we receive your booking request, the following conditions apply:

- Your booking is not confirmed until a deposit of 30% is receipted.
- Payment in full is required at least 30 days prior to departure. If full payment is not received by the due date, the booking will be automatically cancelled and our Deferrals, Cancellations and Refunds Policy will apply.
- If you are making a booking less than 30 days prior to departure, full payment is required at the time of booking.



Deferral, Cancellation & Refunds Policy

If you are unable to proceed with the tour as booked, you have the following choices:

- You may choose to defer your tour to a later date. In this case, the following conditions apply:
- Notification must be given to Australian Cycling Holidays at least 7 days prior to the tour start date.
- The tour can be deferred for up to 1 year from the original start date of the tour. Bookings for deferred tours are subject to availability. A deferral fee of \$100 applies each time a tour is deferred.
- You may choose not to proceed with your tour. In this case, a refund may be made which depends on how much warning you give us prior to the tour start date.
- More than 30 days prior: 90% of the tour price will be refunded.
- 7 days to 30 days prior: 70% of the tour price will be refunded.
- Less than 7 days prior: no money will be refunded.
- No refunds will be provided once tour commences.

Other Information

Australian Cycling Holidays acts solely as the agent for securing accommodation and transfers and shall not be held liable in the event of the failure of any person or company to render transfers, accommodation or other service. Australian Cycling Holidays shall not be held liable for any damage, expense or inconvenience outside of its control, such as late arrival, industrial disputes, breakdowns, inclement weather, road closures or Acts of God.

Cycling is a recreational activity which can be dangerous and by agreeing to the Terms and Conditions, participants accept the risks inherent in participating in a cycling tour. Participants must abide by applicable road rules and regulations at all times during the cycling tour.

All participants must be physically healthy to participate in the Tour. By agreeing to these terms and conditions, the participant warrants that they have no medical or other condition which suggests that any participant should not participate in the cycling tour. Australian Cycling Holidays strongly recommends participants have full insurance covering any injury they might suffer, including evacuation costs and medical and hospital treatment.

All cycling participants must be able to ride a bicycle without training wheels and must be familiar and competent with the use of handlebar brakes. Australian Cycling Holidays reserves the right to refuse service without refund if any cycling participant is unable to demonstrate the ability to cycle proficiently. Participants are responsible for any damage (other than ordinary wear and tear) to or loss of the bikes and equipment sustained during the tour. Participants should inspect the equipment provided for the tour and should not participate in the tour unless they are satisfied with the adequacy and condition of the equipment.

Every effort is made to ensure that the information provided in the maps and ride notes is accurate at the time of printing. Details may change without warning, and where possible will be advised to you.

