



TERMS AND CONDITIONS

RESERVATIONS

Customers having reserved and paid for their tour via the Company's website will be provided with an e-ticket containing tour details and their unique booking reference number. This e-ticket will be emailed to them as soon as a successful payment has been processed.

CHILDREN

Concessionary tickets are available for Children aged between 8 -17 years. Children under 8 years are not permitted to join any Brakeaway Bike tour. Eligible children must be accompanied by an adult at all times.

CONCESSION RATES

The concession rate is available to children aged between 8 -17 years old, students in full or part-time education who are in possession of a valid student photo-identification card, issued by a recognised student body or provider of education and to customers over the age of 60 .

All customers purchasing a concession ticket must provide their photographic identification showing entitlement to the tour guide at the beginning of the tour.

DEPARTURE POINTS AND TIMES

All customers are required to be at the stated departure point by the stated departure time as all tours leave promptly. Any customer who fails to show up for the tour they are booked on is excluded from our refund policy.

TOUR CANCELLATION

The Company reserves the right to cancel a tour in the light of circumstances beyond the Company's control. If for any reason the tour is cancelled somebody will, on each occasion, be at the meeting point to communicate this. The Company also reserves the right to vary the times of departure without notice, in the event of marches, parades, or where reasonable to do so in the light of circumstances beyond the Company's control.

ACCIDENT OR LOSS

Please take care of all personal property. The Company will not be liable for any theft, loss, damage, delay, inconvenience, direct or consequential loss, however caused, unless due to negligence by the Company, in which case our liability is limited (except for death or personal injury) for damages to a maximum of the refund of the ticket price.

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PERSONAL SAFETY

Each customer is responsible for maintaining their own safety at all times. The Company will not be liable for any injuries caused to a customer unless this is as a result of negligence on the Company's part.

By agreeing to take part on the tour, all customers are agreeing to follow the safety instructions given by the guide and to exercise due care and attention whilst cycling. If a participant is unable to ride a bicycle safely the tour leader may ask the person to stop riding. No refund will be given.

CUSTOMER CONDUCT and SAFETY

The Company may, at its discretion, require any person to be excluded from a tour if The Company deems his or her conduct to be offensive or a nuisance to other customers. The Company also reserves the right to refuse access to participate on a particular tour should circumstance be deemed to compromise tour safety.

BrakeAway Bike Tours

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