



WildBike Terms & Conditions

All holidays operated by WildBike Ltd ("the Company", "us", "our", "we") are sold to the client ("the Client", "you") subject to the following conditions:

Booking and confirmation

To secure your booking please complete the on-line booking form and pay a 50% non-refundable deposit per person. A contract shall exist between you and the Company when a completed booking form and deposit is received and your holiday confirmation is dispatched. If you are booking a holiday six weeks or less before the start date of that holiday, the full balance is payable on booking. Details of what is included in the price of your holiday are shown within the Company website.

Payment of balance

We will invoice you for the final balance of your holiday which you must pay 6 weeks before the start date of your holiday. If you are booking a holiday six weeks or less before the start date of that holiday, the full balance is payable on booking. We reserve the right to cancel your reservation should you fail to pay the outstanding balance by the agreed date.

Cancellation by you

Cancellation notice is required in writing and the following charges will be applied:

Cancellation 6 weeks or more before the start date – forfeit deposit

Cancellation between 2 and 6 weeks before start date – forfeit deposit and 50% of remaining balance

Cancellation less than 2 weeks before the start date – forfeit 100% of holiday cost

Cancellation by us

The Company will only cancel your holiday if forced to do so by circumstances beyond our control. For example by riot, war, adverse weather conditions, fire or other natural disaster, or because the minimum number needed to operate one of our holidays has not been met 2 weeks before departure. In these circumstances you will first be offered an alternative date. If this is not acceptable the Company will pay a full refund of the cost of the holiday. We will not be liable for any other expenses you may have incurred as a result of your booking, for example, travel arrangements.

Your responsibilities

You accept that mountain biking can be a hazardous activity and may involve discomfort. Clients make their own decisions regarding their abilities, ride



accordingly and ride entirely at their own risk. The Company cannot be held liable for client safety whilst riding. It is your responsibility to keep your bike in safe working order, and to correct defects or seek assistance to correct defects, as they arise. Clients are required to state at the time of booking if they are aware of any medical conditions that could put their health at risk whilst Mountain Biking. You must be physically fit enough to participate in the holiday you have chosen. If you have to drop out of a ride or from the trip, we will not be responsible for any additional costs incurred. Whilst out on rides you must abide by the authority of your guide. We reserve the right to remove any person from the holiday if their behaviour is deemed to be detrimental to the safety and enjoyment of other clients. Under these circumstances no refund will be paid.

Our responsibilities

We will provide a holiday as described in the Company website. Be aware that due to unforeseen circumstances parts of the holiday such as suggested route details, accommodation details or catering details may vary slightly from those described. In these situations, the overall quality and experience of the trip will be maintained.

The Company accepts no responsibility for loss or damage arising from failure to carry out the contract, or in the process of carrying out the contract, as a result of a) the actions of the Client or Clients b) unforeseen or unusual events beyond the control of the Company, or c) the theft of or damage to bicycles or other equipment or injury to the client, whether this be whilst cycling, in transit or at any other time during the holiday.

Insurance

We strongly recommend that you are adequately covered by your own travel insurance policy before joining one of our holidays. Your policy or policies should cover you for the risks associated with active sports such as mountain biking, your baggage, your bicycle and any cancellation made by you.

Transfers

WildBike will operate one free transfer from and to a local train station or airport per holiday (for details see the company website). In practice this means it may be necessary to wait for the arrival of other clients before the transfer departs. We reserve the right to charge for additional transfers outside the agreed times for the start and finish of your holiday.

Complaints

If you have cause for complaint about your holiday you must bring it to our attention as soon as possible so that action can be taken. If you feel the problem was not resolved you must inform us in writing within 14 days and we will respond within 14 days and attempt to resolve the matter to the satisfaction of both parties.