

GENERAL TERMS AND CONDITIONS AT VELO-TOURING

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 (e-mail, or postal mail, also by using the online booking form) and sending it to us or maybe one of our partner travel agencies.

Or: Please upload the "Booking Form" (http://www.velo-touring.hu/doc/doc/Booking_form_VELO-TOURING.doc) and fill it out with computer, or with block letters (so the Word.doc file scanned) and send it to us per e-mail, or –maybe- in a stamped envelope per Post. You also have the option to register for a tour online, using our electronic/online 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 a written booking confirmation.

2. Payment of the travel price

After receiving the confirmation from us, a deposit/prepayment of 20% of the travel price, at the minimum 150.00 EURO (but max. EURO 250.00) per person has to be pay.

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. *When booking the special (tailor made-) tours can the regulations from this different/* The whole amount has to be paid immediately in case of registering/booking for a tour less than **30** days before the start of it.



Easy payment system:

You can pay the tour price in form of a bank money (-electronic bank-) transfer in EURO on our bank account. You receive all the bank account details (IBAN No., SWIFT/BIC-code, etc.) with your booking confirmation. For bank transfer/s, we recommend you that use for remittances the affordable and quick SEPA (or Euro-Standard) form for electronic/telegraphic money transfer / bankwire. If you have any questions, feel free to ask us anytime.

We send the travel documents usually approx. 10 days before the tour start, after your payment completely arrived according to the contract.

3. Services

Services are listed on our web sites (www.velo-touring.hu/index_en.html) for each tour. The bike rental fee is not included in the tour price. In case of using our bike, a supplementary fee will be charged, as at the tour is published. So if you are using your own bicycle, 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 travelers have the possibility to book a single room for a surcharge (see the single room supplement section in the price chart (1 person / 1 room / 1 supplement). 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 20% of the tour fee (min. EUR 150,- but max. EUR 250,-) 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. *(When booking the special (tailor made-) tours can the regulations from this different)* 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 published tour if there are not at least 4 participants for it. Normally this can be foreseen by the 4th 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 leader/s 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. It is also important that there is a general health insurance coverage for all citizens of the EU, if anyone have in their homeland a regulated by law health insurance. As certificate existing of health insurance coverage the European Health Insurance Card is necessary, available for free at home.

(Apply for this & take you for the journey - more: <http://ec.europa.eu/social/main.jsp?catId=559&langId=en>)

9. Travel Documents – Miscellaneous

For all our cycling tours you will only need a valid passport. 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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