



European Motorcycle Tours

Terms and Conditions

Deposit

A deposit of £90 per person should be submitted with your completed booking form. On receipt, a booking confirmation will be issued; confirming your place on the tour, and showing the date your balance becomes due. NB: Tours booked within 60 days of departure will require payment in full at the time of booking.

Balance of Payment

Our preferred method of communication is by email, we request the balance of payment for your tour 2 calendar months prior to departure. Late payment may result in the loss of your deposit and cancellation of your tour.

Surcharges

Circumstances beyond our control may dictate an increase in the cost of your tour. Any significant increase we may need to add to the final invoice, you will be notified in advance what the increase relates to.

If You Cancel

All cancellations must be in writing and the following terms apply:

- Loss of deposit unless cancellation is on medical grounds, in which case we will require
- proof in the form of a note from your doctor.
- Between 60 and 30 days if balance paid: 50% refund.
- Less than 30 days: no refund.
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To cover this eventuality, we strongly recommend you take out Holiday Cancellation Insurance.

If We Cancel

We reserve the right to cancel any tour, however, this would only become necessary in exceptional circumstances. In such an event, we would issue a full refund. MountainSeekers will not be held responsible or offer a refund/compensation in any of the following situations: war, riots, civil unrest, terrorism, natural disaster or any unforeseen cancellations due to industrial disputes and/or weather.



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Tour Changes

Arrangements for your tour are made months in advance. It is therefore inevitable that changes can occur. In most cases, these changes will be minor and will not affect your holiday. However, in the event of a major change, we will advise you immediately and you may then

- (a) continue the tour with the new itinerary or
- (b) cancel your holiday with a full refund.

Our Commitment

We accept responsibility for supplying as near as physically possible a tour package as described on our website. We are unable to control any deficiencies in services due to local conditions, maintenance, industrial dispute or weather.

Your Responsibilities

- To advise MountainSeekers of any illness, infirmity, allergies or dietary needs that may affect your touring holiday.
- Be a competent rider with a machine that is road legal, mechanically-sound and of a type suitable for touring.
- Hold a valid Certificate of Insurance covering machine, rider and pillion.
- Have the ability to get yourself and/or bike home in the event of a breakdown, accident or emergency.
- Valid UK passport
- European Health Insurance Card (EHIC) (can be obtained online at www.dh.gov.uk/travellers, by phoning 0845 6062030, or by post from any main Post Office)
- European insurance cover for your bike - must include repatriation in the event of an accident or serious breakdown.
- Personal Travel Insurance for yourself and pillion (if appropriate). This must include medical cover including any possible repatriation in the event of serious illness or accident.

We also recommend you include cancellation cover.

NB: We will require evidence of policies for personal and breakdown insurance before departure.

Complaints Procedure

In the event of a complaint, in the first instance, you should approach the tour representative. If you still consider that your complaint has not been properly addressed, you should put your comments in writing and send them to the address below:

MountainSeekers, 91 Shiplake Bottom, Peppard Common, Henley on Thames, Oxon. RG9 5HJ
Partners: Paul Wells and Andy Griffin