

Important Information – Please Read

Participants may opt or be removed from any activity but must stay within sight of group, or may be placed under the driver's or a recognized authorities supervision, or remain in our vehicle.

TRANSPORTATION

What time do we get picked up?

ESTIMATED TIME: 6:45 am through 9:15 am; determined by the number of participants, stops and travel time. You must be on location waiting 15 minutes prior. Traffic may cause time delays or earlier start times, without prior notice, impacting start and finish times.

What time do we get dropped off?

Plan to be gone for the day.

ESTIMATED: Earliest return is 2:30 pm to 6:30 pm unless overnight accommodations have been previously arranged

When am I notified of my final pick up time: Within 24 to 48 hours prior to event, as other bookings may be in transaction and can affect p/u times.

When am I notified of my return times: When everyone is loaded up and on route. You will be texted or emailed a notification of estimated time of arrival (ETA).

How should I pack? A knapsack may be useful for transporting a towel or other gear on your ride. Bring a non-disposable water bottle. Pack to dress so that immediately after cycling you are ready to go for a swim.

Is there change rooms? In most cases there is but be prepared prior to your ride to have changed into your swim gear.

*We take no responsibility for any losses or damage to personal items.

Cancellations/Refunds unforeseen circumstances

The majorities of our customers wish to participate and want to be rescheduled to an alternative date or activity. Under most circumstances we do allow this up to one year from date of purchase, as deemed by management. We can also convert your credit into a gift certificate.

48 hours prior to event: all transactions are final, No refunds within this time period. After which you may use this credited amount towards another event or activity within one year of purchase. After which no credit will be extended.

3-4 days prior: 50% refund less \$15/person up to \$30.00 admin. charge.

5 days or greater: 100% refund less \$15/person up to \$30.00 admin. charge.

Any deviations from payments outside of online website or credit card transactions are subject to a \$15 administration charge.

Due to unforeseen circumstances, if we cancel an event or activity we will offer alternative dates to choose from. It will be entirely your choice. If you request a refund we will provide a full refund less a \$75 transport fee. Unless the cancellation is caused by transport issues not been provided, a full refund is then provided.

Enforced:

During any part of any activity, if an individual or group's misconduct is unacceptable to group leaders, you will be removed immediately from the event and be responsible for your own transportation back to your location. Parents/ guardians of misbehaved children will be called to have child(ren) picked up at a designated location. There will be no refunds. You will also be barred from any future activities or use of our services.

IMPORTANT:

- Each ride is based on majority of skill sets of the riders. Please sign up for your Cycle Safe pre-test to determine eligibility:
<http://www.borntoridebicycle.com/learntoride.html> scroll down to register & pay for your pre-test. In this 30 minute assessment we determine your eligibility to participate in our Bike camps. If you lack the skills, we will offer enrollment into our Learn to Ride (L-ride) program, to become certified to participate in our Bike & Swim camps.
- If you lack or are in poor shape, our activities can put you to the test, you will be challenged and heart rates will be higher than normal! Be prepared to sweat to keep up with the group. Get plenty of exercise before you join! Our hikes and rides can be extensive. Alternatively you can gradually participate, by signing up for one or two Camps per week, to start.
- Trips, falls, scratches, mosquito bites and even broken bones are inherent in outdoor activities, **it's the norm!** Not the exception. So don't expect anything less! Especially, if you're not in shape.

- THIS IS NOT A BABYSITTING SERVICE, This is a Leadership oriented Bike Camp, where you are challenged to achieve and learn more, not less. For all ages above 13 years of age.
- All participants are expected to participate; If you don't, you may not be allowed to sign up again.(must be a legitimate reason)