

POLICIES, Excursions & Cycling tours

OPT OUT

Participants may opt out of any activity, as long as it does not interrupt or inhibit the flow of the tour or scheduled activities. Special arrangements may be requested prior to the event, but only approved by management.

If I opt out of an activity do I receive any credits or discounts?

NO, Each excursion comes as a package price, it's your option to participate or not.

TRANSPORTATION

When am I, notified of my final pick up time?

Within 24 to 48 hours prior to the event, as other bookings may be in transaction and can affect p/u times.

What time do we need to be at our pick up point?

PICK UP TIMES are determined by the number of participants, stops and travel time.

Typical PICK UP TIMES run between 6:45 am and 9:15 am;

You must be waiting, on location 15 minutes prior.

When the driver is stopped at any pick up point he will make every effort to contact you if there is any changes, as Traffic may cause time delays or earlier start times, without prior notice, impacting start and finish times. Make sure you provide your correct Cell phone number to be text or called.

We will make every attempt to communicate with you to make sure everyone gets picked up for the days excursion. But we cannot jeopardise the days scheduled events for one group that arrives too late. Late comers can join in, later but they have to find their own transportation to a rendezvous point.

What time do we get dropped off?

Plan to be gone for the day.

ESTIMATED DROP OFF TIMES: Earliest return is 2:30 pm through 6:30 pm unless other arrangements have been made. You will be updated as the day progresses.

When am I notified of my return times?

When everyone is loaded up and on route.

You will be notified of estimated time of return times (ETA).

How should I pack?

A knapsack may be useful for transporting a towel, change of clothes or other gear on your tour that can be carried on your back for the cycling or other portions of the tour.

Bring a non-disposable water bottle.

Personal I.D. is very important, in case of an emergency as well as a list of persons to contact, should be kept on your person.

Pack to dress so you may go cycling or swimming interchangeably.

Is there change rooms?

In most cases there is a bathroom or area to change. Consult with your tour guide(s) for any updates or recommendations.

Please note: We take no responsibility for lost or damaged personal items.

Company Cancellations/Refunds unforeseen circumstances

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** choose a refund over an alternative date, we will provide a refund less a \$75 transport fee.

If **we** announce a cancellation due to transport issues not been provided, we will provide a full refund.

We make every effort to provide a memorable experience, that will be enjoyed by all.

Customer cancellation:

48 hours prior to event: all transactions are final, No refunds within this time period. If you still wish to cancel, At the time; we can offer to credited the full value towards another activity up to one year from purchase. After which no credit will be extended.

(If for some reason your circumstances are unique and recognized as legitimate, we will allow a voucher to be used up to one year from date of purchase, as deemed by management. We can also convert your credit into a gift certificate good for up to 1 year.)

Customer 3-4 days cancellation:

3-4 days prior: 50% refund less \$75 transport fee per person.

Customer 5 days cancellation:

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

Customer transactions Deviations

Any deviations from payments outside of online website purchases or credit card transactions may be subject to a \$15 administration charge. (cash, cheque, credit card purchase offline)

Enforced:

During any part of any activity, if an individual or group's misconduct is unacceptable to tour guide, driver, or group leaders, you will be removed immediately from the event and be responsible for your own transportation back to your pick up point, under this situation, no refunds or compensation will be provided.

If we find your misconduct unacceptable, you could be barred from any future activities or use of our services.

CYCLING ABILITIES:

IMPORTANT: At the time of the ride, All riders will be tested for their abilities, Each ride is based on majority of cycling skill sets. If you feel your weak in this area contact us before signing up.

If your available prior to the event date, we encourage our customers to sign up for a Cycle Safe pre-test to assess your cycling abilities:
<http://www.borntoridebicycle.com/learntoride.html> scroll down to register & pay for your pre-test.

PRE-TEST

In this 30 minute assessment we determine your eligibility to participate in our cycling excursions or other activities. If you lack the skills, we can offer enrolment into our Learn to Ride (L-ride) program, to help you so you may participate in our Cycling activities.

HEART RATE

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 challenging. Alternatively you can gradually participate, by prior signing up for training sessions, which can bring you up to speed.

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.

Our goal is to deliver ACTIVE EXCURSIONS, for people that love the outdoors and want an outdoor experience.

NOTE: Our tours go out rain or shine, so please dress appropriately for the days weather conditions, ie. gloves, shorts, windbreakers, jackets, sunscreen, sunglasses, hydration products, etc.

DRUGS ALCOHOL

DO NOT Smoke , consume any HEMP products, nor drink any alcoholic beverages 24-48 hours prior to the event. We want you to remember the experience, and allow everyone to enjoy the event.

To your cycling adventures

Peter A

www.borntoridebicycle.com

1-855-795-4482