



Booking Conditions

Must Read Before Booking

- PAYMENT

Once you have made a booking on a Sanur Cycle Tours day tour and your booking is confirmed you will be required to make a deposit payment to Sanur Cycle Tours within 5 days of making your booking and full payment must be made 48 hours in advance to secure your booking. Failure to pay the booking fee will mean your place will be available to other potential customers.

The main payment for the trip is due 2 months before the tour starts. Bookings made less than 2 months before the tour start date will require full payment.

For our **Bike scheduled group tours** (*such as Hidden waterfall tour*), payment of the full balance is due 90 days before the tour departure date. This is due to the conditions placed upon us by ship operators. For Bike tours cancellation by the customer 90 days or less before departure will result in full loss of payment.

- TOUR INCLUSIONS

Each Sanur Cycle Tours includes different services in terms of included activities, meals and transport. These details are included on the tours web page. Sanur Cycle Tours reserves the right to change inclusions as listed due to operational or other factors.

- CANCELLATION POLICY & RAIN

Do not assume that the tour is cancelled because it is raining outside. It is quite common that it can be raining in one part of the town and not raining in another. So, if it's raining at your hotel don't assume it is raining where you will be cycling.

Be prepared to get wet! We do not provide any rain coat due to hygienic reasons, so please bring your own lightweight jacket with you. It is possible to purchase plastic disposable ponchos however we do not recommend this as they are terrible for the

environment! If it's raining hard, we will seek shelter, if its a shower, it will pass and we will dry off!

Should it be raining in the morning of the tour, we will generally still proceed as the rain usually clears around dawn. If heavy rain and risky conditions persist for more than 1 hour after departure time, we will cancel the tour.

- **CANCELLATION BY YOU**

Should you (the client) choose to cancel a booking, Sanur Cycle Tours must be notified in writing or by email.

The following cancellation fees apply for our **day tours**:

- More than 7 days before departure, full refund of deposit
- 2 to 6 days before departure, loss of 50% of deposit.
- From 48 hours before the tour starts, loss of all payments made.
- Turning up late to the starting point of the tour for whatever reason is considered a late cancellation and will result in a loss of all payments made.
- No refund will be made should you voluntarily leave a tour early for any reason, including not being of adequate ability to ride a bicycle at a sufficient level to do the tour.
- Note, in some cases the deposit may equal the full value of the tour

The following cancellation fees apply for our **scheduled group tours**:

For tours that require a deposit payment:

- More than 60 days before departure, loss of deposit
- 60 days or less before departure, no refund.

For tours that require full payment to book the tour:

- More than 60 days before departure, loss of 50% of payment
- 60 days or less before departure, no refund.
- No refund will be made should you voluntarily leave a tour early.

The following cancellation fees apply for our **Extended tours**:

- More than 60 days before departure, loss of deposit

- 60 days or less before departure, no refund.
- No refund will be made should you voluntarily leave a tour early.

The following cancellation fees apply for our **Self-guided tours**:

- More than 60 days before departure, loss of deposit
- 60 days or less before departure, no refund.
- No refund will be made should you voluntarily leave a tour early.

The following cancellation fees apply for our **Bike scheduled group tours**:

For tours that require a deposit payment:

- More than 90 days before departure, loss of deposit.
- 90 days or less before departure, no refund.
- No refund will be made should you voluntarily leave a tour early.

The following cancellation fees apply for any extra bookings such as **hotels and transport** bookings (excluding flights):

- More than 60 days before departure, loss of 50% of booking cost
- 60 days or less before departure, no refund.

The following cancellation conditions apply for our any **extra flight bookings**:

Every airline has different booking conditions so refunds on flights is dependent on what we are able to achieve. Any money refunded will be subject to service fees to be determined by Sanur Cycle Tours.

• CANCELLATION BY SANUR CYCLE TOURS

In the event that Sanur Cycle Tours cancel a trip, notification will be given no less than 60 days before the departure date of the trip. Sanur Cycle Tours will return all money paid for the trip cost. Sanur Cycle Tours are not liable for any other money paid, including flight ticket purchases.

Please note this excludes cancellations due to conditions outside Sanur Cycle Tours control such as war, natural disasters, political instability, etc. In such an event no money will be returned by Sanur Cycle Tours and you will need to make a claim on your travel insurance.

• HELMETS

It is required that a bicycle helmet be worn by all cyclists when riding a bicycle throughout a Sanur Cycle Tours bicycle tour. Failure to wear a helmet will result in the customer not being allowed to cycle as a part of the tour program.

- ITINERARIES

Sanur Cycle Tours reserves the right to change advertised itineraries before or during a tour in the interests of safety resulting from war, disease, natural disasters, safety, or changed local conditions. The tour leader or guide during a tour has the right to make any necessary changes to the itinerary for the reasons listed. Any client not adhering to changes made for these reasons will be deemed to have left the tour and is no longer under the care of Sanur Cycle Tours.

- INSURANCE

It is a condition of participating in a Sanur Cycle Tour that each traveller holds travel insurance for the duration of the trip. Insurance must include comprehensive medical and emergency evacuation. Your travel insurance details will be checked by your Group Leader on arrival at the starting point hotel.

- PERSONAL RESPONSIBILITY

Sanur Cycle Tours and their guides, leaders, and support staff do not accept responsibility for any loss, injury, illness, damage, accident, fatality, delay or inconvenience experienced from time of departure to time of return arising out of any such adventure trip organised by Sanur Cycle Tours.

Bikes & Equipment Liability: Any loss or damage to bikes, e-bikes and/or other tour equipment, resulting from improper use and/or failure to follow instructions with regards to safety and operation, will be charged to the customer to the equivalent value of the repair or replacement costs.

- PRIVACY STATEMENT

Some of the personal information Sanur Cycle Tours collects with your booking may be provided to third-party suppliers. This will only be done where required (eg. booking flight tickets, permits, hotel bookings in some countries).

Guests grant Sanur Cycle Tours express permission to take photographs or make film records of its trips for promotional and commercial use, as well as approve such use by third parties with whom Sanur Cycle Tours may engage in joint marketing, without financial remuneration.

Your personal details will not be sold to anyone!

- ACCEPTANCE OF CONDITIONS

By payment of your booking deposit you agree to the terms and conditions as read.

Revised:- 31st March 2019.